Director	City Manager

COUNCIL REPORT

DATE: July 22, 2013 File No: 0600-04
TO: Mayor and Council
FROM: Annette Antoniak, City Manager
RE: Quarterly update for period ending June 30, 2013

STAFF RECOMMENDATION:

THAT Council receive the quarterly update on Council strategic priorities and staff departmental work plans for the period of April 1 to June 30, 2013 for information.

BACKGROUND:

On August 15, 2011, Council endorsed the following vision statement for the City of Penticton: "Penticton – a vibrant, innovative, adventurous waterfront City focused on sustainability, community and economic opportunity." With the vision in place, Council established its Strategic Priorities for the 2011-2014 Council term to support that vision. The two priorities identified as Council's top priorities were the revitalization of Downtown Penticton and waterfront enhancement.

What follows is a snapshot of what staff has completed in the second quarter of 2013 relating to the success of past strategic investments and work accomplished on Council's strategic priorities.

ANALYSIS

Q2 has proven to be a watershed quarter marking how planning for Council Strategic Priorities is turning into action and tangible results for the community. This is creating incredible momentum for the next half of 2013.

Waterfront Enhancement

West Okanagan Lake Waterfront construction preparation began in late Q1, with the contract tender to build the walkway requiring a two-phase construction timeline, with work suspended as of mid-June to ensure walkway and beach access would not be impacted during the busy summer months.

I am pleased to report that the entire Phase 1 of walkway reconstruction was completed this quarter. The Okanagan Lake walkway reopened to the public on June 14, featuring a recycled rubber path and over-the-water boardwalk east of The Peach. Project elements that have been completed to date include: a modified plaza of pavers around The Peach that shape the realigned walkway, concrete walkway over the water, a recycled rubber walkway through the existing trees. The plan to maintain two-way traffic and angle parking has been realized. Forms underneath the boardwalk have also been removed.

A great deal of care and attention was paid by staff and the contractor to the bigger project, but also the small elements. For example, walkway users may note there is a stone trim lining the recycled rubber path through the trees; those bricks are actually pavers that had constituted the original path. Given the community had undergone an extensive fundraising campaign working in conjunction with local service clubs, City staff and the contractors wanted to ensure their efforts toward a community legacy effort were respected and honoured to benefit the next generation of walkway users.

Reaching the completion of Phase 1 for the project is incredible, and builds excitement for the full completion this fall. We are still expecting walkway construction will be completed on time and on budget, which is great news for Penticton residents. The second phase of construction is scheduled to get underway September 3, 2013, with completion slated for mid-November. We encourage anyone in the public seeking more information to visit www.penticton.ca/waterfront.

Downtown Revitalization

The Downtown Plan was finalized with Council's adoption of the document into the City of Penticton Official Community Plan. The Downtown Plan is a long-term vision document that maps out 101 actions that, when completed incrementally, are designed to revitalize Downtown Penticton. The actions include large-scale projects that will occur over the long term like streetscapes, park space enhancements and Penticton Creek rehabilitation, as well as smaller projects like children's playground equipment, washrooms, public art and other amenities that will benefit the downtown.

The plan has been developed using comments and feedback received during an intensive year of public consultation sessions held throughout 2012. Residents, businesses and stakeholders were invited to visioning open houses, focus group sessions, a five-day design charrette, funding workshop and market displays, in addition to taking part in surveys, questionnaires and one-on-one conversations. The public was consulted yet again through several sessions in June, displaying details and offering information at the Saturday Markets, open houses in the afternoons and evenings as well as special meetings with the business community.

The Downtown Plan is composed of five sections, with the first two devoted to the planning process and an overview of the research conducted to support recommendations and establish achievable goals. The third section outlines the "layers" in Downtown Penticton, or elements that permeate throughout the area like green spaces, land uses, mobility networks and infrastructure. The fourth section gives an overview of Penticton's character areas, or pockets that have a unique identity that should be nurtured and sustained. Many urban design elements are found in the character area section. The fifth section is called "Making the Plan Real," identifying the 101 action items and step-by-step approach to implementing the plan and creating momentum for downtown revitalization. This section categorizes the short, medium and long-term priorities for the area, and lists policy changes that are required.

Condensing the Downtown Plan process into one year was an ambitious goal, but extremely valuable in terms of getting to the heart of what the community wanted as a vision for their downtown. No one project will revitalize our commercial core, but completing a series of policy changes and action items, big and small, will create a great deal of vibrancy in Downtown Penticton.

Finalizing the Downtown Plan also allows for further progress on revitalization plans for the western gateway to Downtown Penticton. Council approved this as part of the 2013 capital budget discussions, and the committee recommended the project hone in on Martin Street and Westminster Avenue. Extensive discussions and consultation sessions were held with land and business owners regarding financial contributions to the project, to ensure our local community is engaged throughout the process. After working with the Downtown Revitalization Select

Committee and consultations with the businesses and landowners, the proposed local area service tax by landowners was proposed at 25% covering sidewalk and streetscape costs only, and no roadway costs. The bylaw requires a "petition against" of property owners, which calls for at least 50% of affected property owners who represent at least 50% of total assessed value of land and improvements of all parcels to petition against the bylaw for it not to move forward. City staff are keen to continue the dialogue about the needs of local businesses, as well as initiate the project.

Finally, the City of Penticton was proud to play a part in the community's successful bid in the Benjamin Moore Main Street Matters project. Downtown Penticton was among the 100 communities in North America in the running for the Benjamin Moore Main Street Matters project, a cross-continent initiative to revitalize communities. Consumers around the country were invited to cast their vote online for which 20 Main Streets should be revitalized of the more than 100 North American cities nominated online. People were able to vote each day for their town to be part of the painting project, and to raise awareness and inspire people to vote, the City sponsored ads in local newspapers, on the radio and through social media networks.

Voting began on May 16 and ended June 30, 2013. Benjamin Moore posted the list of finalists earlier this month, and Penticton was among the successful communities. Benjamin Moore has indicated it will be working with each town over the next year for the Main Street Matters project, and will be enlisting the help of local retailers and painting contractors. Progress will be reported back about the projects on the www.paintwhatmatters.com website.

ATTACHMENTS:

Council Strategic Priorities and Staff Department Work Plans, updated to reflect activities of Q2.

Respectfully submitted,

Annette Antoniak

2013
DEPARTMENTAL WORKPLAN
ACCOUNTING

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
	ERP conversion project SECTION			
	Recommendation to Council			Completed
	Engage project manager			Completed
	Establish oversight framework			Completed
	Award contract			Completed
	Completion of key documents			Completed
	Create project plan			Completed
Action Items	**Plan implementation – status:** - Currently pushed back to May 13 from February 6 2013 - Final build received from the application provider in February 2013 - Currently completing final list of action items prior to go-live.	Apr 2012 -> Jun 2013	Colin Fisher Project Manager Department managers Department teams	$750K – to-date the expectation is that the project will on budget excepting minor consulting charges. Completion currently at ~$90%
	Conversion: This is the execution of the conversion-weekend plan (deliverable) and includes – i) Final configuration changes and data loading ii) Having the necessary resources in place iii) Documentation and sign-off	May 13 2013 (ERP system) August 2013 (Questica budgeting application)	Colin Fisher Project Manager Department managers Department teams	N/A

	Post mortem: This is an evaluation and documentation of the project including – i) An analysis of what went well and what didn't (deliverable) ii) Tasks and procedures that have changed, been eliminated, or been added – including the impacts of all these changes had on efficiency and consumption of resources (deliverable). iii) What needs to be done or considered going forward – such as full implementation of specific functionalities or additional modules (deliverable) iv) Documentation and sign-off of the analysis (deliverable)	Nov 2013	Colin Fisher Project Manager Doug Leahy Annette Antoniak	N/A

2012 Audited PSAB Financial Statement SECTION				
	Interim audit – examination of financial controls			Completed
	Year end audit – substantive testing and on-site attendance by auditors	April 12 2013 (substantial completion)	Doug Leahy	Completed
	Completion of PSAB compliant consolidated audited financial statements	April 31 2013	Doug Leahy	Completed
	Public release of annual report	June 30 2013	Simone Blais	Completed
	Public release of SOFI report	June 24 2013	Doug Leahy	Completed

2013 Department Restructuring SECTION				
With the implementation of the new Agresso ERP system many of the processes and duties within the Accounting department will change or become unnecessary. The department structure will change accordingly and contract as required.	Re-define job descriptions **of key staff –** i) Controller ii) Accountant (removed) iii) Accounting clerk IV iv) Accounting clerk III		Colin Fisher	Completed (subject to review by HR)
This position will include a new internal audit component previously missing from formal finance functions	Post Accounting clerk IV position **and complete recruitment process**	April 30 2013	Colin Fisher, HR	N/A
	Restructure departmental functions and duties	Sept 30 2013	Colin Fisher, Doug Leahy, HR	NéA

2013
DEPARTMENTAL WORKPLAN
COLLECTIONS

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
		Cash		
Third Party Credit Card System	Implement third party credit card system for various revenue sources	• Q1-Q3 2013	• AC/DC delayed due to Mat Leave	• $20,000 • 75% complete
		Utilities		
Infinity.Mobile	Implement an electronic service order system to make operations more efficient	• Q1-Q3 2013	• AC/DC	• $40,000
Disconnection Policy Changes	Implement changes endorsed by Council January 2013	• Q1-Q2 2013	• AC	• $2,000 • 100% complete
Energy Savings Loan Program	Implement energy savings loan program in CIS	• Q1-Q3 2013	• AC	• $15,000
E-Billing (PDF of bill)	Launch e-billing system for Electric & Water utilities with assistance from Tempest to send a PDF copy of bills via email	• Q1-Q2 2013	• AC	• $60,000 100% complete
		Taxes		
E-billing	E-billing was implemented in 2012, legislation has been amended in 2013 to allow email tax notices, launch campaign to enrol customers in this program	• Q1-Q2 2013	• AC & BE	• $0 100% complete
		General		
Business Licence Module	Implement new business licencing module	• Q1-Q3 2013	• AC, KP & Building Dept	• $20,000 0% complete

2013
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COLLECTIONS

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		General		
Business Licence Module	Implement new business licencing module	• Q1-Q3 2013	• AC, KP & Building Dept	• $20,000 0% complete

2013
DEPARTMENTAL WORKPLAN
COMMUNICATIONS
(January – Dec 31, 2013)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Communications plan	• Inventory of 2011 plan recommendations	• 2012-Q2	Simone	COMPLETED
	• Assessment of plan recommendations	• 2012-Q2	Simone	COMPLETED
	• Timeline for plan	• 2012-Q2	Simone	COMPLETED
	• Department meetings, assessments	• 2012-Q2-3	Simone	COMPLETED
	• Research municipal plans	• 2012-Q2-4	Simone	COMPLETED
	• Analyze organizational strengths	• 2012-Q2-4	Simone	COMPLETED
	• Analyze organizational challenges	• 2012-Q3	Simone	COMPLETED
	• Develop departmental goals	• 2013-Q1	Simone	COMPLETED
	• Develop departmental objectives	• 2013-Q2	Simone	In progress
	• Outline tactics, timing	• 2013-Q2	Simone	In progress
	• Implementation	• 2013-Q2	Simone	In progress
	• Develop 2014 budget	• 2013-Q4	Simone	In progress
		• 2013-Q4	Simone	
			Simone	
Downtown Revitalization	• Webpage updates	• 2013-Q1-4	Simone	Ongoing
	• Project updates	• 2013-Q1-4	Simone	Ongoing
	• Downtown Plan release	• 2013-Q2	Simone	Complete
	• Consultation and public engagement	• 2013-Q1-4	Simone	
	• Creative communications	• 2013-Q1-4	Simone	Ongoing
	• Paint What Matters awareness	• 2013-Q2	Simone	Complete
Waterfront Revitalization	• Webpage updates	• 2013-Q1-4	Simone	Ongoing
	• Project updates	• 2013-Q1-4	Simone	Ongoing
	• Capital project communications support	• 2013-Q1-4	Simone	Ongoing
	• Completion project	• 2013-Q4	Simone	
	• Project showcase	• 2013-2014	Simone	

Visual identity	• Conduct research, develop timelines • Outline process • Assemble review team • RFP for graphic design • Develop priorities • Finalize identity elements • Brand standards manual • Beta test – sample project • Print shop contract options • Policy review	• 2013-Q2 • 2013-Q2 • 2013-Q3 • 2013-Q3 • 2013-Q4 • 2013-Q4 • 2013-Q4 • 2013-Q4 • 2013-Q4 • 2013-Q4	Joint Comms and Purchasing project Team Team Team Simone C/P Simone	Complete Complete
Advertising	• Book City Page ads as required • Book newspaper ads as required • Book radio spots as required • Book Facebook ads as required • Conduct advertising review • Revise Advertising policy • Revise Advertising procedures • Develop ad budget for 2014	• 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q3 • 2013-Q3 • 2013-Q3 • 2013-Q3	Lorraine Simone Simone Simone Simone Simone Simone Simone	In progress In progress In progress In progress
Media relations	• Press Releases • Backgrounders/Fact sheets/bios • Media advisories • Media Room upgrades • Media Relations Plan-outline • Media Relations Plan-formation • Media pitches	• 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4	Simone Simone Simone Simone Simone Simone Simone	In progress
Stakeholder and community relations	• Council Highlights • Messages from mayor • Speeches/talking points • Proclamations text • Stakeholder email list maintenance • Meetings with community groups	• 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4	Com, Lorraine Com, Lorraine Com, Lorraine Barb Simone Simone	In progress In progress In progress
Social Media	• Live-tweet Council meetings • Regular posts to Twitter, Facebook • Social media comms plan-analysis • Social media comms plan-formation • Social media comms plan-implement	• 2013-Q1-4 • 2013-Q1-4 • 2013-Q3 • 2013-Q3 • 2013-Q4	Simone Simone Simone Simone Simone	In progress In progress

Website	• Review best practice	• 2013-Q1	Simone	Complete
	• Develop writing guideline booklet	• 2013-Q1	Simone	Complete
	• Develop host of resources for editors	• 2013-Q1	Simone	Complete
	• Website editor training	• 2013-Q2	Comms, IT	Complete
	• Website editor contest	• 2013-Q2	Comms, IT	Complete
	• Content monitoring	• 2013-Q2-4	Comms, IT	Ongoing
	• Website navigation plan	• 2013-Q3	Simone	
	• Website nav plan migration directions	• 2013-Q3	Simone	
	• Website nav plan migration execution	• 2013-Q3	IT	
	• Website nav plan training/education	• 2013-Q4	Comms, IT	
	• Website nav plan monitoring	• 2013-Q3-4	Comms, IT	
Citizen Survey	• Assemble task force for review	• 2013-Q3	Simone	
	• Develop budget	• 2013-Q1	Simone	Complete
	• Review survey questions	• 2013-Q3	Task force	
	• Issue survey	• 2013-Q3	Task force	
	• Develop report	• 2013-Q4	Simone	
	• Present to Council	• 2013-Q4	Simone	
Utility newsletter	• RFP for print contract pricing	• 2013-Q3	Simone	Complete
	• 12 print editions	• 2013-Q1-4	Simone	In progress
	• 12 online editions	• 2013-Q1-4	Simone	In progress
	• Review electronic dissemination	• 2013-Q4	Simone	
	• E-billing project	• 2013-Q2-4	Simone	In progress
Annual Report	• Review design from 2012	• 2013-Q1	Simone	Complete
	• Redesign with leadership input	• 2013-Q2	Simone	Complete
	• Seek department submissions	• 2013-Q2	Simone	Complete
	• Write content for current year	• 2013-Q2	Simone	Complete
	• Aggregate department content	• 2013-Q2	Simone	Complete
	• Contract printer for copies, binding	• 2013-Q2	Simone	Complete
	• Report to Council	• 2013-Q2	Simone	Complete
	• Post online	• 2013-Q2	Simone	Complete
Special projects	• Capital works information	• 2013-Q2-3	Simone	Complete
	• Economic Development	• 2013-Q2	Simone	Complete
	• Building-BCBC information outreach	• 2013-Q1	Simone	Complete
	• Tax insert	• 2013-Q2	Simone	Complete
	• Budget package	• 2013-Q4	Simone	
	• Graffiti material	• 2013-Q2-4	Simone	In progress
Emergency comms planning	• EOC Training – Level 2	• 2013-Q2	Simone	Complete
	• Functional Communications Plan	• 2013-Q2	Simone	
	• Prep-Spring responses	• 2013-Q2	Simone	Complete

	• Prep-Summer responses • Prep-Fall responses • Prep-Winter responses • Contact assimilation • Situation Response Team assembly • Situation Response Team protocol	• 2013-Q2 • 2013-Q2 • 2013-Q3 • 2013-Q4 • 2013-Q4 • 2013-Q3	Simone Simone Simone Simone Simone Simone	Complete Complete Complete
Issues management	• Assist Council, CAO, senior leaders and staff with issues as they arise	• 2013-Q1-4	Simone	Ongoing

2013
DEPARTMENTAL WORKPLAN
CORPORATE ADMINISTRATION
(April 1 – June 30th)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Council Meetings	Review staff reports, agenda preparation, minutes to the internet, minutes and Council follow up. • 9 Regular or Special Council Meetings held • 8 In-Camera Meetings held • 6 Workshops	• 2013-Q2	CO Cynthia Lorraine	• Complete and On-Going
	• Legal Seminar	• 2013-Q2	CO Cynthia	• April
Committee Meetings (13 City Committees)	Same process as Council Meetings • 31 Committee Meetings held	• 2013-Q2	Barb	• Complete and On-Going
Staff Leadership Meetings	• Bi-weekly preparation of agendas, minute taking and preparing/tracking action items	• 2013-Q1 – Q4	CO Cynthia	• On-Going
Council Follow Up	• Following up on Council directives and tracking actions and completion dates in database (including drafting routine letters and correspondence)	• On-Going	Corp. Officer/ Cynthia/ Lorraine	• On-Going
City Page Advertising	• Overseeing the content of the City Page in the Herald and the Western Newspapers • 26 City Page Ads Prepared in Q1	• 2013 Q2 On-Going	Lorraine Cynthia	• On-going

Policies and Procedures				•
Freedom of Information and Protection of Privacy	• Processed 6 FOI Requests	• 2013-Q2	CO	• Completed and On-Going
Proclamations/Invitations/ Hosting of Special Visits	• Processed 11 proclamations, 36 invitations/special visits	• 2013-Q2	Barb	• Completed and On-going
Bylaws & Permits (Drafting / Preparing / Processing)	• 22 Bylaws • 12 Permits	• 2013- Q2	CO/Cynthia	• Complete and on-going
	•	•		•
Conduct Research on behalf of the City regarding bylaws, policies, legislation, interpretation and authority	• Processed searches	• 2013-Q2	CO/Cynthia	• Completed and on-going
Research and Implement an Agreements Tracker	• To implement once financial software is implemented.	• Q3/Q4	CO	• Not Started
Indexing Resolutions and Reports from prior years	• Improving research capabilities of prior years' business	• Q1- Q4	Cynthia Lorraine, Barb	• On-going
Policy Index	• Creating a complete and searchable index	• Q1-Q2	CO	• On-going (60%)
Bylaw Index	• Creating a detailed and searchable index	• Q1-Q4	CO Cynthia	• On-going (40%)
Committee Terms of Reference	• Updating	• Q-2	Barb	• Completed
Administrative Support for Mayor, Council, and City Manager	• Drafting of correspondence, scheduling of calendars, event preparation, and research	• On-Going	Cynthia Lorraine	• On-going
Vet Agreements and Arrange for Signatures of all City agreements, covenants, contracts, etc.	• After each Council Meeting	• On-Going	Cynthia Lorraine	• Completed and on-going
Oversee the City's General In-Box and Respond as appropriate	• Daily	• On-Going	CO Lorraine	• Completed and on-going

Arrangement for Council attendance at the Council conferences including SILGA, UBCM and FCM	• Making arrangements, registration. preparing briefing notes, binder preparation and follow up	• FMC – Q1 • SILGA - Q2 • UBCM - Q3	CO, Lorraine	• In-Progress
Daily Issues Management and response to various queries from the public and staff	• Daily	• On-Going	CO Cynthia	• Completed and on-going
Indexing of Council Reports, Agreement, and Bylaws for the Vault	• After each Council meeting	• On-Going	Lorraine Cynthia	• Completed and on-going
By-Election 2013	• Prep/Research • Updating info, prep for candidates, adverts, etc.	• Q2 • Q3	Dana	• On-going •

2013
DEPARTMENTAL WORKPLAN
DEVELOPMENT SERVICES

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
HARDWARE INFRASTRUCTURE				
Downtown Revitalization • Downtown Plan • Entertainment Area Project • Downtown Design Project	Council Strategic Priority for 2012/2013. Downtown Plan – ADOPTED Westminster / Martin Project – local area improvement process underway – August 12th, 2013 deadline.	• Q1 2013 / Ongoing	• DDS / MP	• $267,000 • 100% Complete • ($240,000) Downtown Plan approved by Council Projects ongoing throughout 2013
Downtown Plan Implementation	Policy Changes – Implementation ongoing New Downtown Economic Investment package Sidewalk use policy/bylaw enhancements	• Ongoing	• DDS / MP	• Ongoing implementation
Parking Strategy	Hospital Area Downtown Area SOEC Area Skaha Lake Boat Launch	• Q1 2013 • Q2 2013 • Q2 2013 • Q2 2013	• DDS / MP • MBP	• $235,000 • 60% Complete • Resident Only Areas to be completed next – around downtown • Waiting for arrival of new technology
Climate Action	Implementation Plan for Corporate Climate Action Planning work.	• Q4 2013	• DDS / EC	• Ongoing • Corporate buildings provided with ongoing efficiencies
Urban Deer Management	Implement Council direction for Deer Count / Capture & Cull	• Ongoing 2013	• DDS	• $10,000 • Ongoing – project on hold pending Invermere court case
Employee Engagement	Continue to enhance environment workplace for staff	• Ongoing	• DDS	• Team building / Staff training sessions held and ongoing.
Improve	• Work with Development Services Committee	• Ongoing	• DDS / MP /	• Ongoing

Relationship with Development Community	• Organize workshops / educational sessions with development community • Provide outstanding customer service		MBP	• 4 educational sessions held to date • Home Show enhancements • Working with DSAC to improve efficiencies
Continue to streamline application processes	Planning & Building Department processes to be continually monitored for areas of improvement.	• Ongoing	• DDS / MP / MBP	• Ongoing
Update old bylaws	Review and amendments to existing bylaws to make easy to use for all.	• Ongoing	• DDS / MP / MBP	• Ongoing • Traffic Bylaw & Building Bylaw reviews underway

2013 Q2
DEPARTMENTAL WORKPLAN
ECONOMIC DEVELOPMENT

DEPARTMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Manufacturing Retention and Growth	• Development of action log to address labour issues • Investigation of options through Skills BC • Presentation to Work BC of key sectors and importance of manufacturing • Assist with placement of welding course for fall 2013 in Penticton	• Ongoing	• ED • Communications	•

Resident Development	• Home Base Penticton
	  • Launch of campaign in Fort MacMurray and Grande Prairie
	  • Development of Move to Penticton webpages and information
		• Q2 2013	• ED
			• Communications
				• $30K
				• 75% complete

Penticton Indian Band	• Assist PIB in creating economic driver for community
	  o Lease
	  o Regional biking
	  o Arrowleaf
		• Ongoing	• ED	

Public Sector	• Hospital expansion o Election campaign awareness	• Ongoing	• ED	
Entrepreneurs: Business Retention	Visits to 2 businesses per week Work with associations and tourism • Presentation to Work BC, Co Work and PIB employers group	• Ongoing	• ED	
Entrepreneurs: Tech Sector	• Work with regional initiative to increase tech jobs by 20000 in the Okanagan valley • Engaged Emily Carr to support labour	• Ongoing	• ED	

	training requirements in Okanagan and to assess new regional program			
Entrepreneurs: Development	•			
Downtown Revitalization – Bus Barn support	• Tenant recruitment and assessment: OK College • Assessment of building upgrades • Lease due diligence • Assist with council report • Assist with improvements management	• Q2 2013	• ED	
International Students and Schools	• Welcoming Communities initiative underway • Providing contacts and support • Meeting with City of Penticton HR	• Q2 2013	• ED	
Resident Development	• Airport potential tenant conference call and engagement • Links to tourism and PHA as appropriate • Production of Move to Penticton webpages for resident recruitment	• Q2 2013	• ED • Comms	
Hotel Initiative		•		
Strategic Plan		•	•	• Completed
Continue to streamline processes that affect business	Planning & Building Department processes to be continually monitored for areas of improvement • Review of commercial vehicle license • Review of business license digitization process • Review of inspection and policy setting process	• Q1 – Q2 2013	• ED	• Ongoing
Business advocacy	Review issues that affect business success, recruitment and retention. Address as needed • Street renaming • DCC charges	• Q1 – Q3	• ED	• Statistics collected

Branding	Develop Material needed for positioning Penticton as business ready - Draft 1 of ED flyer - Revision of web pages underway including redesign of ED pages - Proof reading and revisions round 1	• Q2 2013	• Communications	• Completed draft 1
Business Attraction (upon request)	- Assist prospects with review of retail food, computer technology, language schools, food manufacturing company, charter airline, boat manufacturer, charter company -	• Ongoing	• ED	• Ongoing
Support ED for Valley	• Joint initiatives with Region D ED • Engagement of Summerland ED • Review of regional bike opportunity	• Ongoing	• ED	• Ongoing
Other	• Communications network infrastructure review • Web training for web page updates • Legal training • Fire Department core review – training facility (6 hours) • Roth Challenge presence (50 hours +) ▪ Wine shipping ▪ Project management ▪ Meeting bookings ▪ Budget management	• Q1 – Q3	•	•

2013
DEPARTMENTAL WORKPLAN
ELECTRIC DEPARTMENT
Updated 2013 07 15

DEVELOPMENTAL WORKPLAN CAPITAL – CAPACITY AND BACKUP PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Underground System Expansion – New Services (Recoverable) 670-20	• Upgrade UG infrastructure as required for new services and extensions	Ongoing through 2013 as development requests are processed	• EUT, EUF	• $204,000 ($66,299) 33%
VFI Padmount Switches R-32 Feeder Egress 672-40	• Design new egress • Hold pending new WES 12KV distribution design	• Q4	• PEC	• $120,000 ($0) 0%
Pole Replacements 673-20	• Replace rotten poles	• Q1 – Q4	• EUT • EUF	• $168,900 ($52,092) 31%
Porcelain Arrestor Replacement 673-40	• Determine replacement area • Order material • Arrestor replacement	• Q2 • Arrestor replacements incorporated into Voltage Conversion	• EUF, EUT • EUT • EUF	• $110,000 ($0) 0%
Demand Totalizing Meters 675-21	• Determine if project is still required. SCADA upgrade may render project unnecessary.	• Q2 • Q3 (Addl info from SCADA supplier)	• OMEU	• $110,000 ($281) 0%
Transformer Upgrades – Voltage Conversion 677-10	• Replace transformers in NW sector • Upgrade hardware in NW sector	• Q1 – Q4 • Q1 – Q4	• EUT, EUF	• $408,000 ($181,457) 44%
SCADA Upgrades 679-03	• Prepare RFP • Purchase material • Installation and commissioning	• Q2 • Q2 • Q3 – Q4	• OMEU • OMEU • ET	• $121,000 ($0) 0%
PCB - Test, Record, Rehabilitation 679-04	• Remediate PCB storage area • Implement Compliance Action Plan	• ~~Q2 COMPLETE~~ • Q2 – Q4 Underway	• OMEU, EUF, EUT, • Consultant	• $120,000 ($32,116) 27%

Voltage Regulator - Middle Bench 680-04	• Training & commissioning	• ~~Q1 COMPLETE~~	• PEC, EUF	• $100,000 ($8,989) 9%
Step Transformer – Dawson 680-06	• Prepare Tender • Issue Tender • Pad Design & location • Order step transformer • Construction	• ~~Q1 COMPLETE~~ • ~~Q2 COMPLETE~~ • Q3 • ~~Q2 COMPLETE~~ • Q4	• PEC, PM • PEC, PM • PEC, EUT • PEC, PM • PEC, EUF	• $538,000 ($5,793) 1%
Main St. Alley - Conductor Upgrade 680-07	• Design and planning • Scheduling & construction • Reconductor in fall	• ~~Q1 COMPLETE~~ • ~~Q2 PH 1 COMPLETE~~ • Q3	• EUF • EUF • EUF	• $193,000 ($34,130) 0%
Install 2nd cable run on R34 680-12	• Design • Order material • Construction	• ~~Q2 COMPLETE~~ • ~~Q2 COMPLETE~~ • ~~Q3 COMPLETE~~	• PEC • EUT • EUF	• $109,000 ($34,400) 32%
Reconfigure R2 and R3 Tie Point 680-13	• Design • Order materials • Construction	• ~~Q2 COMPLETE~~ • ~~Q2 COMPLETE~~ • Q3	• PEC • EUT • EUF	• $170,000 ($2,296) 1%
New Tie - Feeders R6 & R32 680-15	• Design • Order material & issue Tender • Construction	• ~~Q2 COMPLETE~~ • ~~Q2 COMPLETE~~ • Q3- Q4	• PEC • EUT • EUF	• $237,000 ($1,610) 1%
Convert Feeder R5 to 12kV 680-24	• Replace transformers & hardware • Plan conversion stages • Feeder conversion	• Q1 – Q3 • Q3 • Q4	• EUF • • PEC,EUF, OMEU	• $749,450 ($132,749) 18%
Convert Feeder R6 to 12kV	• Replace transformers & hardware • Plan conversion stages • Feeder conversion	• Q1 – Q3 • Q3 • Q4	• EUF • • PEC,EUF, OMEU	• $768,300 ($32,916) 4%
Westminster Substation 12KV Upgrade 680-30	• FBC Class 3 Estimate • Design & Eng – Station • Design & Eng – Distribution • Construction • Commissioning	• ~~Q1~~ Q3 • Q2 – Q4 • Q3 – Q4 • Q1-Q4 2014 • Q4 2014	• FBC • FBC • PEC • FBC, PEC • FBC, PEC	• $3,000,000 • ($18,125) 1%
Hudson Voltage Regulation 680-31	• On hold pending Riverside Dr tie design and estimate	• Q2	• FBC	• $256,950 ($0) 0%

DEVELOPMENTAL WORKPLAN: CAPITAL – BASE	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Audible Signals 756-03	• Investigate & select locations • Order material • Install audible signals	• ~~Q2 COMPLETE~~ • ~~Q2 COMPLETE~~ • Q2 – Q3 Underway	• OMEU, TT • TT • TT	• $12,500 ($808) 6%
Traffic Controller Installation Winnipeg/Wade 756-05	• Order material • Construction	• ~~Q2 COMPLETE~~ • Q3	• TT • TT	• $20,000 ($74) 0%
UPS Installations 756-06	• Investigate & select locations • Order material • Install UPS modules	• ~~Q2 COMPLETE~~ • ~~Q2~~ Q3 • Q2 – Q3	• OMEU, TT • TT • TT	• $31,500 ($296) 1%
Okanagan Lake West – LED Lighting 811-10 ($60,000) (Note: Remaining funding from 804-20)	• Design and Specifications • Issue Material Tender (LED fixtures and standards) • Purchase Material • Installation – Phase 1 • Installation - Phase 2	• ~~Q1 2013 COMPLETE~~ • ~~Q1 2013 COMPLETE~~ • • ~~Q1 2013 COMPLETE~~ • ~~Q2 COMPLETE~~ • Q3	• OMEU • EUT • OUT • EUFore	• $60,000 ($60,000) 0%

DEVELOPMENTAL WORKPLAN: OPERATING –SPECIAL PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
MICRO HYDRO PHASE 2 DUE DILLEGENCE	• Engage Consultant • Submission of Draft Report • Submission of Draft Final Report • Submission of Final Report • Presentation and direction from City Council • 2014 Budget Preparation	• ~~2013 01~~ **COMPLETE** • 2013 09 • 2013 09 • 2013 10 • 2013 09 • 2013 09	• DO • DO • DO • DO • DO • DO	• $37,950 ($37,527) 100%
POLE CONTACT AGREEMENTS	• Complete analysis of pole contact costs • Complete review of Shaw and Telus Pole Contact Agreement and identify changes • Creation of an updated Shaw	• ~~2012 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE**	• DO • DO • DO	• N/A, 75%

	and Telus Pole Contact Agreement • Review proposed price and contract changes with Shaw and Telus • Negotiate changes with Shaw and Telus • Agreements to Council for considerations and execution • Budget for revised revenue stream	• ~~2012 05~~ **COMPLETE** • ~~2012 08~~ **COMPLETE** • 2013 05 **UNDERWAY** • 2013 09 • 2013 09	• DO • DO • DO • DO	
GREEN JOB GRANT PROCESS **Energy Retrofit Loan Program**	• Finalize Program details • Report to Council • Launch the Program	• ~~2013 04~~ **COMPLETE** • ~~2013 06~~ **COMPLETE** • 2013 09	• OMEU • OMEU • OMEU	• $ 135,000 ($15,000) 11%
Complete Policy setting various **Electric Utility Maintenance Priorities and Standards** • **Switch inspection & maintenance** • **Vault inspection & maintenance**	• *Review existing maintenance policies* • Determine appropriate service levels • Draft new policy • Review and revisions • Submit final policy	• 2013 Q4 • 2013 Q4 • 2013 Q4 • 2013 Q4 • 2013 Q4	• OMEU • OMEU EUFore • OMEU • DO, OMEU • OMEU	• N/A, 5% **CF INTO 2013**

2013
DEPARTMENTAL WORKPLAN
ENGINEERING
Updated 2013 07 22

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
		DESIGN SECTION		
Okanagan Lake West – Lakeshore Drive Improvements	• Tender construction of the project. • Close Tender • Award Tender • Commence PH 1 construction • Complete PH 1 construction • Commence PH 2 construction • Complete PH 2 construction	• ~~2013 03 13~~ **COMPLETE** • ~~2013 04 02~~ **COMPLETE** • ~~2013 04 04~~ **COMPLETE** • ~~2013 04 08~~ **COMPLETE** • ~~2013 06 15~~ **COMPLETE** • 2013 09 03 • 2013 11 30	• CE • CE • Council • Contractor • Contractor • Contractor	• $2,125,000 ($783,636) 37% • $125,000 ($13,978) 11%
Downtown Revitalization Phase 1 Design and Construction	• Concept design • Pre design • Detail Design • Tender construction of the project. • Close Tender • Award Tender • Commence construction • Complete construction	• ~~2013 03 31~~ **COMPLETE** • ~~2013 03 31~~ **COMPLETE** • 2013 08 01 • 2013 08 • 2013 08 12 • 2013 08 19 • 2013 09 03 2013 11 29	• CE • CE • CE • CE • CE • Council • Contractor • Contractor	• $1,250,000 ($41,011) 3%
Downtown revitalization Phase 2 Predesign / Design	• Concept design • Pre design • Council Presentation • Detail Design	• 2013 08 • 2013 09 • 2013 10 • 2013 11	• CE • CE • CE • CE	• $75,000 ($0) 0%
2013 Capital Works Contract	This is the prime capital works project for 2013 and combines the following projects:			

	1. Aging Watermain Upgrades 2. Undersized Watermain Upgrades 3. Misc Sidewalk Upgrading 4. Misc Storm Projects 5. Road Rehabilitation • Complete designs and tender documents • Tender period End • Award contract • Commence construction • Complete construction	• ~~2013 04 08~~ **COMPLETE** • ~~2013 04 23~~ **COMPLETE** • ~~2013 04 29~~ **COMPLETE** • ~~2013 05 06~~ **COMPLETE** • 2013 09 30	• DS • DS • CE • Contractor • Contractor	• $471,000 ($323,074) 69% • $620,000 ($16,738) 2.7% • $185,000 ($2,004) 1% • $435,000 ($32,155) 7% • $135,000 ($193) 0
Traffic Calming	• Develop Work Plan • Implement	• 2013 06 • 2013 09	• DS • DS	• $35,000 ($0) • 0
Bike Network Implementation	• Report to Council on 2013 project • Complete designs and tender documents • Tender period • Award contract • Commence construction • Complete construction	• 2013 04 • 2013 05 • 2013 05 • 2013 06 • 2013 06 • 2013 09	• CE • DS • DS • CE • Contractor • Contractor	• $30,000 ($350) 1%
Storm Water Mgmt - LWMP	• Complete the Report • Present to Council	• 2013 06 • 2013 08	• CE • CE	• $50,000 ($27,978 56%
Golf Course Pond	• Complete permit process –	• ~~2012 Q3~~ **COMPLETE**	• CE	• $229,000

rehabilitation works	• Construct wall improvements • Construct Outfall to Channel	• ~~2013 03~~ **COMPLETE** • 2013 08 30	• Contractor	($169,600) 74%
2014 Pre-design	• Commence pre-design work to assist in 2014 budget preparation and to meet 2014 construction season.	• 2013 Q3	• CE	• NA (NA) 0%
2014 Budget preparation	• Compile information and create budget proposal for 2014 • Complete and submit Budget	• 2013 08 • 2013 10	• DS	• NA (NA) 0%
Permit processing for earthworks, Schedule F, utility services	• As and when required	• Continuous	• CE	• NA (NA) 0%
Engineering Development review	• As and when required	• Continuous	• CE	• NA (NA) 0%

ADVANCED WASTE WATER TREATMENT PLANT				
Plant maintenance and equipment refurbishment by AWWTP staff • **HVAC upgrades** • **Roof Assessment** • **Security upgrades** • **Gearbox replacement's** • **On-line ammonia probe** • **Lightning Arrestor**	• Design • Tender / Quote • Construction	• 2013 Q1-Q2 • 2013 Q1-Q2 • 2013 Q2-Q4	• WWTPS • WWTPS • WW Crew	• $146,200 ($85,000) 58%
RAS Piping Replacement	• Design • Tender / Quote • Construction	• ~~2013 Q1~~ **COMPLETE** • ~~2013 Q1~~ **COMPLETE** • 2013 Q2 **COMPLETE**	• AECOM • WWTPS • Contractor	• $118,000 ($115,000) (97%)
Screw Pump Replacement	• Design • Tender / Quote • Construction	• 2013 Q1-Q2 • 2013 Q2 • 2013 Q4	• AECOM • WWTPS • Contractor	• $235,000 ($0) • 10%
Fermenter Upgrades	• Design • Tender / Quote	• 2013 Q1-Q2 • 2013 Q2	• AECOM • WWTPS	• $120,000 ($20,000) • 5%

	• Construction	• 2013 Q3	• Contractor	TENDERED BUT OVER BUDGET – NOT AWARDED. REVISED STRATEGY BEING PROPOSED TO COUNCIL.
WATER TREATMENT PLANT				
Watershed Protection Study	• Complete Draft Report • Review of Draft Report by staff, technical committee and Interior Health • Complete Report • Present Report to Council	• ~~2013 Q1~~ **COMPLETE** • ~~2013 Q2~~ **COMPLETE** • 2013 Q3 90% • 2013 Q4	• Consultant • WTPS • Consultant • WTPS	• $50,000 ($25,000) 50%
Plant Optimization: • **Sendero changes** • **PLC / SCADA programming** • **Rebuild Ridgedale pump #2** • **Rebuild Ridgedale pump #2 motor** • **Rebuild Lake Pump #5** • **Install chlorine analysers at reservoirs (reservoir mixing study)**	•	• ~~2013 Q1~~ **COMPLETE** • 2013 Q1-4 **ONGOING** • ~~2013 Q2~~ **COMPLETE** • ~~2013 Q2~~ **COMPLETE** • 2013 Q4 • ~~2013 Q2~~ **COMPLETE**	• WTPS • Contractor • Contractor • Contractor • Contractor • WTPS	• $117,000 ($48,470) 41%
Plant maintenance and equipment refurbishment by WTP staff: • **PLC equipment replacement** • **Filter valve replacement**	• Design • Tender / Quote • Construction • One valve replaced, considering others • Construction	• 2013 Q2 • 2013 Q2 • 2013 Q4 • ~~2013 Q2~~ **COMPLETE** • 2013 Q4	• WTPS • WTPS • WT Crew • WTPS	• $130,000 ($0) 10% VALVE REPLACED FROM INVENORY

• **Mixer replacement sludge holding tank**	• Design • Tender • Install	• 2013 Q2 • 2013 Q3 • 2013 Q3	• WTPS	

2013
DEPARTMENTAL WORKPLAN
FACILITIES

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
FACILITIES				
Community Centre	• Washroom upgrades	• 2013 09 30 Start date	• FACS	• $20,000 0%
	• Cleland Theatre Seal coat ramp.	• 2013 05 31 Start date	• FACS	• $7,500 100%
	• Susp. ceiling-upper fitness level...(PROV)	• 2013 09 30 Start date	• FACS	• $16,000 0%
	• Theatre lighting improvements... (PROV)	• 2013 05 30 Start date	• FACS	• $2,500 0%
	• Floor Cleaning Machine...RFP to go out.	• 2013 04 31 Start date	• FACS	• $12,000 0%
	• Pool deck security gates	• 2013 09 31 Start date	• FACS	• $10,000CF 0%
	• Partition walls rooms 2 & 3	• 2013 09 30 Start date	• FACS	• $18,000CF 0%
City Hall	• Carpet/resilient flooring replacement.	• 2013 09 15 Start date	• FACS	• $40,000 0%
	• Main floor lobby & remainder of 2nd floor	• 2013 09 15 Start date	• FACS	• $25,000CF 0%
	• Main floor lobby & remainder of 2nd floor	• 2013 09 15 Start date	• FACS	• $200,000 5%
	• Building envelope upgrades/windows/doors	• 2013 10 31 Start date	• FACS	• $100,000 0%
	• Space Planning	• 2013 03 01 Start date	• FACS	• 25%
	• Steering committee review	• 2013 04 02 Start date	• FACS	• 50%
Climate Action Plan	• City Wide Energy Retrofits	• 2013 02 28	• FACS	• $300,000
	• Lunchroom window & envelope upgrades			
	• Library light/DDC Controls	2013 06 28	FACS	$45,000 95%
McLaren Arena	• Painting	• 2013 04 30 Start date	• FACS	• $5,000 100%
	• Door replacement-(PROV)	• 2013 04 02 Start date	• FACS	• $6,000 100%
	• Skate Flooring..(Recycled tire grant).	• 2013 04 02 Start date	• FACS	• $25,000 100%
		•	•	
City Yards Buildings	• Roof Replacement Bay's 1-11	• 2013 04 15 Start date	• FACS	• $50,000 100%
	• Lunchroom window & envelope upgrades	• 2013 05 01 Start dates	• FACS	• $13,000 0%
	• Air handling truck exhaust	• 2013 05 01 Start dates	• FACS	• $15,000 0%
	• Upgrade heating Bay's 7&8	• 2013 05 01 Start dates	• FACS	• $2,000 0%

	• Upgrade exterior lighting • Warehouse seismic upgrades	• 2013 05 01 Start dates • 2013 05 01 Start dates	• FACS • FACS	• $2,500 100% • $4,000 100%
Fire Hall # 2	• Emergency Measures Building	• 2013 03 28 Start date	• FACS	• $6,500 100%

R.C.M.P. Building	• Cell Block Improvements	• 2013 05 31 Start date	• FACS	• $9,000 25%
Other Facilities	• Mobile Washroom stair upgrades • PYTC Roof Repairs • Wine Ctr Clock Replacement • Lackawana Concession Upgrades • Skaha Main Concession...Exh. Fan • Skaha East Concession • Skaha Boat Launch • Cemetery Roof Replacement..(Interior roof) • SS Sicamous Tug Painting ($31,000CF) • SS Sicamous RestorationShed ($19,000CF) • SS Sicamous Reserve Wheel Housing • Curling Club Ammonia Monitors for Ice plant	• 2013 02 27 Start date • 2013 04 08 Start date • 2013 08 31 Start date • 2013 02 28 Start date • 2013 04 15 Start date • 2013 03 25 Start date • 2013 04 30 Start date • 2013 04 15 Start date • 2013 07 01 Start date • 2013 07 01 Start date • 2013 01 01 Start date • 2013 06 30 Start date	• FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS	• $8,500 100% • $4,500 100% • $15,000 0% • $7,500 100% • $6,000 100% • $5,000 100% • $4,000 100% • $7,500 100% • $31,000CF20% • $19,000CF10% • $125,000100% • $5.500 0%
S.O.E.C.	• Construction & Associated Costs • Stretching Room – CR to LR • Tractor • OHS Dehumidification.....(CF $ 50,000) • Camera Platform replacement • Security System • Pressure relief valves • Acrylic Glass	• 2013 12 31 • 2013 12 31 Start date • 2013 02 28 Start date • 2013 12 31 Start date • 2013 12 31 Start date • 2013 12 31 Start date • 2013 12 31 Start date • 2013 12 31 Start date	• GSS • GSS • GSS • GSS • GSS • GSS • GSS • GSS	• $60,000CF • $45,000 25% • $20,672 100% • $85,000 10% • $35,000 25% • $5,000 00% • $4,650 100% • $14,988 100%
Memorial Arena	• Roof Assessment • Pressure relief valves..(Safety auth.)	• 2013 05 31 Start date • 2013 05 31 Start date	• FACS • GSS	• $18,650 100% • $4,650 100%

P.T.C.C.	• Roof Replacement • RTU Replacement (PROV)	• 2013 03 27 Start date • 2013 12 31 Start date	• GSS • GSS	• $115,130 100% • $60,000 0%
Master Plan	• Develop Project Plan...(RFP) • Completion	• 2013 05 01 Start date • 2013 05 01 Start date • 2013 12 31 Start date	• FACS • FACS • FACS	• $120,000 40% • CF to 2013
Library/Museum	• Roof Repairs...(Nelson's Roofing) • Signage • Washroom Renovations*...(CF $ 17,800) • Carpeting/Painting	• 2013 04 02 Start date • 2013 06 03 Start date • 2013 06 03 Start date • 2013 06 03 Start date	• FACS • FACS • FACS • FACS	• $60,000 10 % • $8,000 10% • $52,800 0% • $35,000 100%

2013
DEPARTMENTAL WORKPLAN
Human Resources
(April 1 – June 30, 2013)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Reinvent the Performance Review process	• Review current system • Research other systems • Set targets • Solicit feedback from staff • Implement • Monitor	• Q3	Gillian Joanna Glenn	• In progress
Create & Implement an Employee Engagement Program	• Recognition & Reward System • Training Plan • Succession Plan (Foreman)	• Q1	Gillian Joanna	• Complete
Compensation Program	• Create and implement	• Q2	Gillian	• Complete • Moved to Budget process
IAFF Bargaining	• Research • Commence bargaining • Ratify collective agreement	• Unknown	Gillian	• No dates set
IBEW Bargaining	• Research • Commence bargaining • Ratify collective agreement	• Q4	Gillian	• No dates set
CUPE Bargaining	• Research • Commence bargaining • Ratify collective agreement	• Q4	Gillian	• Potential dates in November
Enhance HR systems, processes, procedures, and policies using the principles of continuous quality improvement and excellent customer service	• Assist with implementation of payroll and HR system • Comprehensive review of procedures • Review of policies and procedures surrounding payroll	• Q2 • Q2 • Q3	Gillian Joanna	• Complete • Complete • On going

Achieve the Health and Safety Certificate of Recognition as deemed by WorkSafe BC	• Application to COR program • Complete GAP analysis • Review of all H&S programs and procedures • Conduct audit by external auditor	• Q4	Glenn	• Complete • Complete • In progress • No auditors currently available.
Long Service Awards	• Review previous awards • Develop listing • Send out invitations • RSVPs • Book venue	• Q3	Joanna Gillian	• In progress
Job Descriptions and Analysis	• Review job descriptions with supervisor • Review with union • Implement changes	• Q4	Joanna	• In progress
Organizational Policy	• Review current policy • Conduct a gap analysis • Research similar policy • Work with Clerks Department to ensure proper records • Create/update policies as required • Consult with Senior leadership group • Implement policies	• Q4	Gillian Joanna Glenn	•
Recruitment & Selection	• Create job postings • Advertise • Collect applications • Review applications • Short list • Telephone interview • In-person interview • Provide offer letter • On-board employee	• On going	Joanna Gillian	• Q2 had 17 postings, which 11 were filled, 3 remain open and 3 were not filled
Training & Development	• Update EOC training • Develop and implement Foreman training program • Develop and implement coaching training • Develop policy training	• Q2 • Q3 • Q2 • Q4	Glenn Joanna Joanna Joanna/Gillian	• Complete • 80% complete • Complete • In progress

Develop common AED location and implementation	• Select locations • Deployment of AEDs • Ensure in communication with Heart & Stroke Foundation • Communicate with donors • Ensure proper casing & security of units • Add to quality assurance program • Ensure proper training	• Q3	Glenn	• In progress

2013
DEPARTMENTAL WORKPLAN
INFORMATION TECHNOLOGY

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
		GENERAL		
Support customers in use of technology	Provide reliable and responsive to internal and external customers.	• Ongoing	• All	• N/A
Ensure cost effectiveness and efficiencies are achieved through minimum spending	Review cellular and office phone usage monthly; ensure technology spending has a measurable return; obtain competitive quotes for all purchases as per City purchasing policy.	• Ongoing	• All	• N/A
Research and implement digital signage	Standardize messaging across all digital City displays; expand to include Visitor's Centre and Library complex; explore linkage with SOEC.	• Q3 2013	• KW, NB	• $10,000
Deploy tablet devices to field workers to increase efficiencies	Provide field workers with live mapping information in the field; deploy 10 tablets to field workers and work with them to determine mapping requirements that will create the greatest efficiencies; equip new fire truck with tablet and wifi hotspot.	• Q3 2013	• KW, ER	• $6,000
Work with HR to develop technical skills training program	Work with HR to provide training on core business software applications and technologies to employees; providing in house training where appropriate; implement a brown-bag lunch training program for employees to further their knowledge.	• Q3 2013	• KW	• N/A
Evaluate and replace photocopier fleet	Evaluate photocopier and printer fleet to ensure right-sizing; go to RFP for photocopier fleet replacement.	• Q3/Q4 2013	• KW	• $60,000
Work with Clerks Dept to implement time indexing on Council videos	Implementation of time indexing will allow viewers to quickly navigate a Council video by jumping to their area of interest	• Q2 2013	• KW, PJ	• N/A

HARDWARE / NETWORK INFRASTRUCTURE				
Implement new virtualized environment	Replace 15 physical servers with 3 physical servers and 18 virtual servers with minimal disruption to users; implement expanded storage.	• Q2/Q3 2013	• KF,KW,HC	• $200,000
Virtualize phone system hardware	Current hardware is over 5 years old and not supported by manufacturer; 3 servers to be upgraded and replaced in a seamless manner.	• Q4 2013	• HC	• $10,000
Implement disaster recovery site	Implement off-site server and storage; develop RPO and RTO in disaster recovery plan.	• Q3/Q4 2013	• KF	• $50,000
Update access control and web firewall	Current versions are over 2 years old; new version will allow us to differentiate between personal devices and corporate devices.	• Q3 2013	• HC	• $17,000
Replace aging network infrastructure	Replace 10 gateways and 5 switches; have exceeded life expectancy and must be proactively replaced to avoid failure and downtime.	• Q2 2013	• HC	• $56,000
Implement backup phone system at Community Centre	Currently a communication failure would result in a phone outage, and no ability to call 9-1-1. Installing a single outside line will allow for backup phone service in outage or power failure.	• Q2 2013	• HC	• $500
Undertake desktop/laptop replacement program	Ongoing upgrade program; desktops are replaced every 5 years and laptops every 4 years. 50 desktops and 20 laptops identified for 2013.	• Q2/Q3 2013	• NB, PJ	• $75,000
Undertake monitor replacement program	Most monitors are over 5 years old; quality of display and technology is falling; larger monitors result in greater productivity as well as reduced eyestrain.	• Q2/Q3 2013	• NB, PJ	• $15,000
Replace UPS in data centre	Current equipment is over 10 years old and is no longer supported; batteries and parts are unavailable; equipment ordered and on-site, work with Facilities for installation	• Q2 2013	• HC, Facilities	• N/A
Provide IT services to WWTP / WTP	Historically IT services not provided to WWTP/WTP; resulted in aging equipment and lack of high level secure IT services; link to City network and Internet	• Q3/Q4 2013	• HC, KF	• N/A
Expand wireless network to SOEC and Community Centre	Establish access to the corporate network wirelessly throughout SOEC and Community Centre; provide public wireless that is reliable; ensure security of corporate wireless network.	• Q2/Q3 2013	• HC	• N/A

SOFTWARE MANAGEMENT				
Work with Accounting to replace financial software	Assist with implementation and deployment as required; provide custom reporting services; extract data for conversion; ensure compliancy and compatibility with external systems	• Ongoing	• KW, BS	• N/A
Implement CitySourced smartphone app	A simple and intuitive platform empowering residents to identify civic issues and report them for quick resolution; runs on smartphones	• Q3 2013	• KW, SW	• $3,000
Implement Recollect interactive waste calendar	User friendly mobile app and web platform to remind residents of garbage day, inform them of upcoming events; improves ease of use and simplifies waste collection schedules	• Q3 2013	• KW, SW	• $5,000
Replace current Intranet software	Replace current Intranet software with Jostle to drive engagement and use of Intranet	• Q3 2013	• KW, BS	• $15,000
Implement business licenses module in Tempest	Business licenses were moved from CityView software to Tempest software in 2012; maximize use, tracking, and reporting capabilities.	• Q3 2013	• SW	• $15,000
Work with Collections to implement online payment	Paymentus is a third party credit card processing provider; will be used to enable payment for dog licenses, business licenses, parking tickets.	• Q2/Q3 2013	• SW	• $10,000
Work with Utilities to implement Infinity Mobile	Provide field workers with live utility account information in the field; allows for updates regarding disconnections, meter problems, etc	• Q3/Q4 2013	• SW	• $30,000
Enable Recreation to sell gift cards	Implement gift card module in CLASS Recreation software	• Q2/Q3 2013	• BS	• $5,300
Implement Calls for Service tracking	Deploy Tempest Calls for Service module to allow for tracking and reporting of customer requests organization wide	• Q3/Q4 2013	• SW	• N/A
Update software for PST	Implement required patches and upgrades to allow for conversion to GST/PST on April 1	• Q2 2013	• BS, SW	• $7,000
Work with Clerks on document management	Investigate options for document management by talking to other municipalities; go to RFP and select and recommend a strategy going forward	• Q2/Q3 2013	• KW, SW	• $50,000
Launch Development Services web portal	Deploy CityView development services portal to allow for online inspection scheduling as well as building and planning permit application status inquiry	• Q2 2013	• SW	• N/A

GIS / MAPPING				
Update aerial photography for online and in-house mapping	Contract out a flyover of the City to update our aerial photography; done every 5 years; partner with the RDOS to achieve maximum cost savings.	• Q2 2013	• KW, ER	• $30,000
Replace current web mapping application	Current web map is accessible only on a PC using Internet Explorer and runs on outdated technology. Replace with ESRI GIS, and a web mapping application accessible by multiple devices and browsers.	• Q2 2013	• KW, ER	• $20,000
Develop base map for CityView	Develop base map and layers for use by Development Services in CityView; will enhance search and reporting abilities.	• Q2 2013	• ER	• N/A
Develop iPad mapping applications for internal use	Utilize ESRI software to deploy maps onto tablet devices, giving outside workers timely access to current and relevant information.	• Q3/Q4 2013	• ER	• N/A
Cultivate relationships with local governments to share data	Explore data sharing opportunities with RDOS and PIB, as well as neighbouring communities; join the ESRI Community Maps program; provide current and reliable data to government entities through ICIS	• Q3/Q4 2013	• ER, KW	• $25,000
Purchase satellite imagery	Identify required satellite imagery (i.e. watershed aerial photography) and acquire as required	• Q2/Q3 2013	• ER, KW	• $8,000
Develop plan for future use and expansion of GIS	Current data is not truly digital and error-prone; establish base set of accurate and reliable data; meet with departments to determine needs; prioritize in conjunction with senior management to develop plan for future use and expansion of GIS data throughout the organization; provide ESRI ArcGIS software to relevant users	• Ongoing	• KW, ER	• $65,000

2013
DEPARTMENTAL WORKPLAN
MUSEUM
Q2 Report

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
		RECREATION		
Operations	• Complete 5 Year Master Plan initiated in '07 • Initiate new 5 Year Strategic Plan to start '14 • Submit renovation designs for Museum/Library lobby and public areas • Submit designs for new signage (outdoor & indoor) • Develop business case for new Gift Shop	• 2013/07/30 • 2013/07/01 • 2013/09/01 - 2013/11/30 • 2013/12/31 • 2013/10/30	• PO & MusS • PO, CL • PO & FacS • PO & FacS • PO & FoPM	• $3,500 85% • $2,500 5% • $500 50% • $400 10% • $300 40%
Exhibits	• Install exhibit *You Are Here – An exploration of lives, memories and archives* in Atkinson Gallery. • Install exhibit *Tales from the Bumper* in Atkinson Gallery • Install 1812 exhibit from Osoyoos Museum in Atkinson Gallery • Update and renovate SS Sicamous exhibits on Deck A, B & C • Install 70's-80's exhibit in Permanent Gallery	• 2013/01/30 • 2013/07/10 • 2013/11/01 • 2013/12/20 • 2013/12/01	• MusS • MusS • MusS • MusS, SicS & TS • MusS	• $5,000 100% • $4,000 65% • $800 0% • $15,000 90% • $1,000 0%
Collections	• Renovate storage rooms & install storage equipment for artifacts. • Re-assignment of artifacts into new storage locations • Inventory of entire PMA artifact collection • Inventory of SS Sicamous artifact collection • Inventory of city artifact collection (City Hall) • Digitise collection onto database	• 2013/03/01 • 2013/08/30 • 2013/12/20 • 2013/10/30 • 2013/11/30 • 2014/03/01	• MusS • MusS • MusS & SicS • MusS • MusS & SicS	• $25,000 95% • $10,000 75% • $5,600 80% • $3,000 90% • $1,500 0% • $4,500 10%

Programs	• Development & delivery of Local Lore project (in tandem with You Are Here). • Delivery of up to 25 school programs under Curator Kids • Delivery of up to 30 family programs • Delivery of 10 adult programs • Delivery of up to 30 Brown Bag lectures • Delivery of up to 10 weekly Facebook projects. • Plan, schedule and fundraise for Steamfest 2014-15	• 2013/01/30 – 2015/01/30 • 2013/01/06 – 2013/12/20 • 2013/01/06 – 2013/12/20 • 2013/01/06 – 2013/12/20 • 2013/01/06 – 2013/12/20 • 2013/01/06 – 2013/12/20 • 2013/01/06 – 2013/12/20	• MusS • MusS • MusS • MusS • MusS • MusS • MusS, SicS	• $2,500 90% • $2,500 70% • $2,500 50% • $2,500 40% • $400 50% • $300 50% • $1,000 40%
Archives	• Review revenue model for service fees • Upgrade archival storage systems • Digitise & OCP Pen Herald microfilm • Digitise photograph collection & enter into database. • Digitise large format docs, maps, plans • Complete sorting & description of Kenyon and Tune-agers files • Input Local Lore data into Historypin and Ancestry.ca	• 2013/09/01 – 2013/10/30 • 2013/12/20 • 2013/04/30 • 2013/01/06 – ongoing • 2013/12/20 • 2013/12/20 • 2012/01/30 - ongoing	• MusS • MusS • MusS • MusS • MusS • MusS • MusS	• $500 0% • $1,200 20% • $2,300 90% • $5,000 75% • $1,000 30% • $1,200 80% • $2,400 40%

2013
DEPARTMENTAL WORKPLAN
PUBLIC WORKS
Updated 2013 07 22

DEPARTMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP)
GENERAL REVENUE – ROADS				
Adopt a Road Program	• Develop Program • Council Endorsement • Public Notification / Promotion	• ~~2013 02~~ **Complete** • 2013 03 04 ???? • 2013 03 29 ????	• PWT / PWM • PWM • PWT	• N/A
Snow and Ice Control Policy	• Revise & Council Endorsement	• 2013 10 07	• WS	• N/A
Transit Advertising & Maintenance Contract	• Award & Administer	• ~~2013 03~~ **Complete**	• PWT	• 100 % Complete
Sidewalk Upgrades	To be determined – By Engineering	• 2013 11 30	• WS	• $185,000 ($2,000) 1%
Bike Route Intersection Painting	• Tender Close • Installation	• ~~2013 03 26~~ **Complete** • ~~2013 05 31~~ **Complete**	• PWT • PWT	• $55,000 ($50,000) 91%
Penticton Creek Restoration 935 Forestbrook erosion control	• Approval/Work Plan • Stream Work	• **Complete** • **Complete**	• WS • WS	• $20,000 ($7,700)
	•			•
GENERAL REVENUE – PARKS				
Skaha Playground – Upgrade	• Letter to South Okanagan Children's Charity – Budget Approval • Plan and Concept approval • Commitment from Charity • Design • Tender / RFP – Equipment • Notification – Paper and Council • Construction • Grand Opening Ceremony	• ~~2013 01~~ **Complete** • ~~2013 03~~ **Complete** • ~~2013 01~~ **Complete** • ~~2013 01~~ **Complete** • 2013 07 • ~~2013 07~~ **Complete** • ~~2013~~ 10 • 2013 10	• PS • PT • PT • PT • PT • P Crew • PS	• $85,000 ($0) 0%

Lakawanna Tennis Courts	• Quotes & Award • Complete work	• ~~2013 02 01~~ **Complete** • ~~2013 06 28~~ **Complete**	• PT • PT	• $25,000 ($25,181000) 101%
Marina Way Look Out Park	• Design • Public / Council Consultation • Construction • Grand Opening Ceremony	• 2013 05 31 • 2013 08 31 • 2013 10 31 • 2013 10 31	• PT & PS • PT & PS • PT & PS • PS & PS	• $90,000 ($0) 5%
Beach Safety Audit	• Final Draft of Audit • Set Priorities – Council Endorsement • Advise MOT and First Nations • Commence Works	• ~~2013 02~~ **Complete** • ~~2013 04~~ **Complete** • ~~2013 04~~ **Complete** • ~~2013 04~~ **Complete**	• PS & PWM • PS & PWM • PS & PWM • PS & PWM	• $27,000 ($26,143) 97%
Skaha Park Green Gym – Grant Dependant	• Grant Award • Design • Public Consultation • RFP for Equipment • Construction • Opening Ceremony	• ~~2013 05 15~~ **Complete** • ~~2013 06 05~~ **Complete** • ~~2013 07 05~~ **Complete** • ~~2013 07 31~~ **Complete** • 2013 10 31 • 2013 11 15	• Rec Sup • RS & PS • RS & PS • RS & PS • P Crew • PT & PS	• $45,000 ($0) 0%
Rose Garden Upgrades – Donation Dependant	• Solicit and Consolidate Donations • Design • Site Clean Up – PIB Consultation • Public Consultation • RFP or Quote – Gazebo • Construction • Opening Ceremony	• 2013 08 30 • 2013 08 30 • 2013 08 30 • 2013 08 30 • 2013 10 31 • 2013 10 31 • 2013 11 15	• PS • PS & PT • PT P Crew • PS & PT • PT • P Crew • PS & PT	• $37,000 ($0) 0%
Irrigation Upgrades – McLaren	• Construction	• 2013 09 30	• P Crew	• $32,500 ($0) 0%
Penticton Parks Master Plan	• Preparation of Draft Master Plan Document • Workshop with Council on the Draft Parks Master Plan • Revisions to the Draft Parks Master Plan based on Council feedback • Draft Parks Master Plan to Open Council meeting • Public meetings on the Draft	• 2013 09 • 2013 09 • 2013 10 • 2013 10 • 2013 11	• DO • DO • DO • DO • DO	• N/A

	Parks Master Plan • Refinement of the Parks Master Plan based on feedback received • Presentation and direction from City Council • Budget preparation • Implementation	• 2013 11 • 2013 12 • 2013 10 • 2014 Plus	• DO • DO • PS • PS	
CEMETERY				
Cemetery Master Plan	• Create RFP • RFP Evaluation • Council Approval – If Required • Issue PO • Review Draft Report • Introduction to Council / Public Process • Final Report to Council	• ~~2013 01~~ **Complete** • ~~2013 01~~ **Complete** • **N/A** • ~~2013 01~~ **Complete** • 2013 07 • 2013 08 • 2013 08	• PWM / PS • PWM / PS • PWM / PS • PWM / PS • PWM / PS • PWM / PS • PWM / PS	• $80,000 ($72,190) 90%
WATER UTILITY				
Rural Meter Pits	• Notification • Construction	• Prior to work • 2013 03 to 10	• WS • PW Crew	• $45,000 ($42,969) 95% Complete
Irrigation Upgrading	• Planning of Projects • Notification as required • Construction	• ~~2013 03~~ **Complete** • As required • 2013 03 to 10	• WS • WS • PW Crew	• $55,000 ($39,342) 72% Complete
Fire Hydrant Spacing Improvements	• Planning • Notification – As Required • Construction	• As required • 2013 03 to 11	• WS • WS • PW Crew	• $80,000 ($18,586) 23% Complete
Ellis 2 Dam – Consulting and Upgrades	• RFQ • Upgrade design if required	• 2013 04 30 Complete • 2013 09 30	• PWT • PW Crew	• $35,000 ($8,500) 25% Complete
SEWER UTILITY				
Compost Site – Upgrades and Consulting	• RFQ / RFP • First Draft • Final Draft • Notice to RDOS	• 2013 04 30 • 2013 06 30 • 2013 07 12 • 2013 08 16	• PWT • Consultant • Consultant • PWM	• $20,000 ($1,842) 9.2%

FLEET				
Purchase Fire Truck	• Create RFP / Purchase Used • RFP Evaluation • Council Approval • Issue PO • Take Possession	• **Complete** • **Complete** • **Complete** • **Complete** • 2013 05	• FMS • PM • PWM • PM • FMS	• $650,000 ($587,183) 90%
Purchase 2 – ½ Ton Trucks	• Tender Award • Take Possession	• **Complete** • 2013 04 30	• FMS • FMS	• $55,000 ($43,215) 79%
Purchase 1 – ¾ Ton Chassis c/w Refurbished Work Box	• Tender Award • Take Possession	• **Complete** • 2013 04 30	• FMS • FMS	• $42,000 ($23,950) 57%
Purchase 1 – 1 Ton Dump Truck	• Tender Award • Take Possession	• **Complete** • 2013 04 12	• FMS • FMS	• $55,000 ($30,532) • 56%
Purchase 1 – Rubber Tired Backhoe	• Tender Award • Take Possession	• **Complete** • **Complete**	• FMS • FMS	• $110,000 ($102,900) 95%
Purchase 1 – Electrical Line Truck	• Tender Award • Take Possession	• 2013 06 14 • 2013 12 31	• FMS • FMS	• $225,000 ($0) 0%
Purchase 1 - Tractor	• Tender Award • Take Possession	• **Complete** • **Complete**	• FMS • FMS	• $70,000 $57,000 81%
Purchase 1 – Mower	• Tender Award • Take Possession	• ~~2013 03 01~~ **Complete** • ~~2013 06 03~~ **Complete**	• FMS • FMS	• $110,000 ($97,400) • 89%

2013
DEPARTMENTAL WORKPLAN
PURCHASING DEPARTMENT
(April 1 to June 30, 2013)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Month/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Tenders, RFP, RFQ	Tenders, RFPs and RFQs prepared, posted and advertised • 32– Q1 • 20 – Q2	• On-going	PM	• On-going
Cost Savings	Cost savings by obtaining quotes • $500,427.74 – Q1 • $330,468.40 – Q2	• On-going	PM SB	• On-going
Revenue	Dispose of surplus/obsolete equipment • $2,683.78 - Q1 • $45,862.00 – Q2	• On-going	PM SB	• On-going
	Revenue from SPCA Dog Tag Sales • $2,294.00 – Q1 • $873.00 – Q2	• On-going	PM	• On-going
Purchasing Cards	• $126,064.74 – Q1 • $157,874.39 – Q2	• On-going	PM	• On-going
Notices	Q1 • sent notices and wrapped up meter upgrade program. Q2 • 500 notices sent out for power outage in downtown core. • Prepared 200 personal first aid kits for placement in equipment.	• On-going	PWS ES EUS	• On-going

Purchasing Policy	Amend Purchasing Policy to reflect needs of the corporation - include purchasing used equipment and green purchasing component – will be reviewed and amended as required to reflect purchasing process using Agresso software	• 2013-Q2	PM Select committee	• 80%
Agresso Software Conversion	Q1 • Purchasing Secretary attended 2 weeks of Agresso Training • Purchasing Manager and Storekeeper/Buyer attended 3 days of Agresso training • Reduced inventory by 140 items • Reduced Preventative Maintenance summary from 27,000 to 720 for Field Force conversion • Testing Agresso programs Q2 • Agresso live June 18, 2013	• 2013-Q2	PM SB PS	• 100%
Annual Inventory Count	Arrange and organize staff for annual inventory count in October 2013	• 2013-Q4	PM PS SB C	• 0%
Purchases	Daily orders of inventory and project items	• On-going	PM SB PS	• On-going

2013
DEPARTMENTAL WORKPLAN
RECREATION
Q2 Report

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
	RECREATION			
Strategic Planning	• RFP for Citizen Survey for Recreation • Implement Citizen Survey • Rec Dept Staff Strategic Planning Sessions • Update Rec Dept Strategic Plans	• 2013/03/15 • 2013/07/01 • 2013/09/01 - 2013/11/30 • 2013/12/31	• RECS • RECS • RECS • RECS	• 03/15 100% • 06/30 100% • 06/30 0% • 06/30 0%
Marketing Plan	• Spring/Summer 2013 Rec Guide implementation and promotion • Fall 2013/Winter 2014 Rec Guide implementation and promotion • Improve Cleland Theatre web pages for promoters and audience/customers • Improve organization and accessibility of information on City Recreation web pages	• 2013/02/27 • 2013/08/21 • 2013/06/01 • 2013/12/01	• RECS • RECS • RECS • RECSITS	• 02/27 100% • 06/30 25% • 06/30 100% • 06/30 20%
Active Membership Program	• Launch new program • Promote with focus on Spring/Summer and Fall/Winter Rec Guides and December/January fitness promotion • Analysis and evaluation	• 2013/02/04 • 2013/02/04 - 2013/12/31 • 2013/06/01	• RECS • RECS • RECS	• 02/04 100% • 06/30 50% • 06/30 100%
New Revenue Streams	• Food/Beverage Services for Community Centre • New Room Lease Opportunities for Community Centre • New Retail Opportunities Community Centre • Expanding Park, Beach and Street Vending Sites	• 2013/10/01 • 2013/12/31 ongoing • 2013/10/01 • 2013/05/17	• RECS • RECS • RECS • RECS	• 06/30 25% • 06/30 25% • 06/30 10% • 06/30 100%

Fees & Charges 3 Year Plan	• Competitive Analysis for Admissions, Programs & Rentals	• 2012/09/31	• RECS	• 06/30 20%
	• Venues Expense Analysis	• 2012/09/31	• RECS	• 06/30 0%
	• Fees & Charges Recommendations for 2014	• 2012/09/31	• RECS	• 06/30 0%
Business Management Systems	• Implementation of Agresso	• 2013/05/15	• RECSFINS	• 06/30 100%
	• Integration of Class (recreation software) with Agresso	• 2014	• RCITFINS	• 06/30 20%
	• Implementation of Questica (new budgeting software)	• 2013/09/31	• RECFINS	• 06/30 30%
	• Development and implementation of new Recreation budget reports	• 2013/12/31	• RECFINS	• 06/30 20%
Sport Tourism	• Implement 1st Annual Indoor Triathlon	• 2013/02/10	• RECS	• 02/10 100%
	• Sports Event Congress	• 2013/04/08-09	• RECS	• 04/09 100%
	• Partner with PeachFest and local business to host Youth Park events, demos and competitions during PeachFest	• 2013/08/11	• RECS	• 06/30 50%
Accessibility & Inclusion	• Implementation of new Accessibility program (discounts for persons with permanent disabilities)	• 2013/04/01	• RECS	• 03/31 100%
	• Update LIFE program to extend to resident's on PIB lands	• 2013/04/01	• RECS	• 03/31 100%
	• Secure funding and construct additional change facility for persons with disabilities	• 2013/12/31	• RECS	• 06/30 50%
Aquatics	• Aquatics staffing structure evaluation and recommendations	• 2013/08/31	• RECS	• 06/30 10%
	• Development of new Pool Allocation Policy	• 2013/12/31	• RECS	• 06/30 30%
	• Expansion of Aquafit programming	• 2013/07/01	• RECS	• 06/30 50%
	• Investigate and implement admission control strategies	• 2013/09/09	• RECS	• 06/30 50%
Fitness	• Investigate and implement admission control strategies for Fitness Room	• 2013/09/09	• RECS	• 06/30 50%
	• Develop 5-10 year equipment replacement program for Fitness Room	• 2013/08/31	• RECS	• 06/30 10%
	• Develop and implement optimization strategies (marketing, expansion options,	• 2013/12/31 (ongoing)	• RECS	• 06/30 50%

	programs, etc.) for Fitness Room • Develop and implement strategies to expand fitness and active living programs	• 2013/09/01	• RECS	• 06/30 75%
Older Adults	• Implementation of new seniors admission rate categories (senior 60-74yrs; super senior 75yrs+) • Develop and implement strategies to increase participation of older adults to recreation programs and services	• 2013/04/01 • 2013/12/31	• RECS • RECS	• 03/31 100% • 06/30 75%
Volunteer Program	• Volunteer Program evaluation and update of roles and responsibilities	• 2013/09/09	• RECS	• 06/30 20%
McLaren Arena	• Expansion of City skating programs to summer months	• 2013/08/23	• RECS	• 06/30 75%
Healthy Living Initiatives	• Active member of Okanagan Similkameen Healthy Living Coalition (OSHLC) • Liaise with Interior Health, community partners/stakeholders and new healthy community provincial initiatives; facilitate new partnership projects	• 2013/12/31 ongoing • 2013/12/31 ongoing	• RECS • RECS	• 06/30 50% • 06/30 50%

Penticton RCMP Detachment
Status Report
2nd Quarter, 2013

Commander: **S/Sgt. Dave FAYLE (Acting)**
(250) 492-4300

Human Resources

Employees

34	Police Officers (Municipally funded)
5	Police Officers (Provincially funded)
2	Police Officers (Federal and Provincial funding split - PIB First Nations Policing)
6	Reserve Police Officers (deployed regionally)
23	Municipal Employees – includes Regional Crime Analyst, Crime Stoppers Coordinator, Community Policing Coordinator, LAN Administrator and Victim Services.
2	Provincial Employees (Federal Public Servants)

Volunteers

10	Auxiliary Police
33	Citizens on Patrol and Speed Watch
13	Restorative Justice Facilitators
8	Victim Services
2	Community Policing

Regional Police Dog Services

1	Police Officer (Penticton - Municipally funded)
1	Police Officer (Provincially funded)

Regional Forensic Identification Services

1	Police Officer (Penticton – Municipally funded)
1	Police Officer (Provincially funded)

Regional Investigative Services (Plainclothes)

9	Police Officers (Penticton - Municipally funded)
1	Police Officer (Provincially funded) – based at Penticton Detachment
3	Police Officers (Provincially funded) – based at Oliver Detachment

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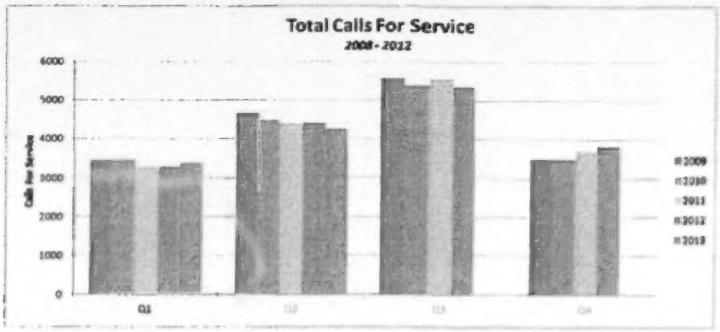
Operational Report

Incident Statistics

During the second quarter of 2013, Penticton RCMP responded to **4264** calls for service[i] compared with **4415** calls in the second quarter of 2012. This corresponds to a decrease of **3%**.



Crime Trends[ii]

Penticton RCMP responded to **18%** fewer Criminal Code files during the second quarter of 2013 than during the same quarter last year. This is likely due in part to the significant number of known prolific offenders that remained in custody during that time period, together with a reduction in high-volume crimes such as cause disturbances and mischief.

The rate of thefts from vehicles was elevated throughout 2012 but numbers since that time have declined drastically. During the second quarter of 2013, RCMP responded to a **29%** reduction in reported vehicle break-ins compared with the same time period last year. The number of stolen vehicles has also noticeably declined, from **62** in the first two quarters of 2012 to **49** during the same time period in 2013, a reduction of **21%**.

Penticton	Selected Criminal Code Offenses				
	2012 Q2	2012 YTD	2013 Q2	2013 YTD	12-13 Change
ASSAULTS	77	**147**	57	**120**	▼
ROBBERIES	0	**7**	2	**11**	▲
With Weapon	0	**2**	1	**7**	▲
With Firearm	0	**1**	1	**1**	↔
Other	0	**4**	0	**3**	▼
SEXUAL OFFENCES	1	**5**	4	**9**	▲
HOMICIDES (incl. attempt)	0	**0**	0	**0**	↔
THEFT FROM VEHICLES	155	**239**	88	**169**	▼
VEHICLE THEFT	32	**62**	28	**49**	▼
BREAK AND ENTERS	71	**121**	49	**107**	▼
Business	51	**73**	23	**48**	▼
Residential	15	**34**	17	**46**	▲
Other	5	**14**	9	**13**	▼
OTHER THEFT	148	**258**	199	**359**	▲
CAUSE DISTURBANCE	231	**368**	170	**300**	▼
MISCHIEF	177	**294**	115	**239**	▼

High-volume crime types such as theft, cause disturbance and mischief/property damage have a significant impact on overall Criminal Code statistics. Thefts are up by **39%**, driven by increases in shoplifting and other theft under $5000 files. However, mischief/property damage files as well as cause disturbance complaints, both of which typically constitute a significant number of Penticton's overall Criminal Code violations, are down considerably, by **19%** in both cases. This is likely a driving force behind this quarter's reduced crime numbers.

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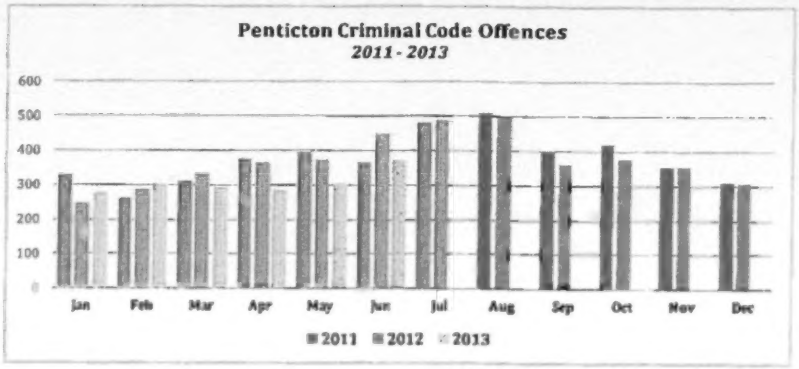
Arrests and Charges

Between April 1st and June 30th, 2013, charges were forwarded to Crown Counsel against offenders relating to **100** breaches of various court orders, **27** assaults and **42** thefts or possession of stolen property files, amongst other crime types. Notable arrests made during the second quarter included the following:



- On May 1st, RCMP responded to a report that a male and two females had just stolen a vehicle from Eckhardt Ave. The vehicle was recovered after a pursuit, and a 22-year-old male, who is a known local prolific offender, was arrested in connection to the theft. He had only just been released from jail the previous day. He has been remanded into custody awaiting court, facing numerous criminal charges.
- On May 11th RCMP responded to a report of an attempted carjacking at knifepoint in the Safeway parking lot. The suspect did not manage to steal the vehicle but did make off with the victim's groceries. The suspect, identified as a 37-year-old female resident of Penticton, was arrested nearby. She was released on bail but later arrested once again, this time for breaching her court-ordered conditions of May 30th. She is currently in custody facing several charges.
- On June 6th, a 36-year-old male was arrested in possession of two bicycles which had been stolen earlier that morning. Further investigation revealed that he had been responsible for numerous other recent bicycle thefts. Several charges have been forwarded and the male is currently in custody awaiting court.
- On June 26th a Subaru stolen from Penticton was recovered by police after friends of the vehicle's owner spotted it and followed it to Kaleden. One male was arrested in connection with the theft as well as in connection with a break-in to the Naramata Store which had been reported to police earlier that day. He is currently in custody awaiting court, and has been charged with B&E and possession of stolen property.

Priority Areas

On April 3rd, 2013, the OIC of the Penticton RCMP and Penticton Mayor Dan Ashton signed an Acknowledgement of Consultation (see Appendix A, page 12) which defined the following list of priorities:

1. Contribute to Safer Youth
2. Substance Abuse – Drugs and Alcohol
3. Seasonal Policing
4. Traffic-Safety (motor vehicles, roads)

The initiatives relating to the above noted priorities are explained below.

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Youth

Youth initiatives and member involvement with youth remain priorities for the Penticton Detachment, including the following:

- The Community Safety Unit maintains regular contact with Youth Probation and connects with all youth on curfews and conditions on a regular basis.
- The detachment contact on the Threat and Risk Assessment Committee responded to four requests for support this quarter from SD 67.
- The Community Policing Coordinator provided input to and review of the "Self Esteem Project", led by the United Way and Community Foundation.
- The REFLECT group continues to meet and a half-day of programming took place on June 25th, where the girls discussed plans to stay safe in the summer.
- The Community Policing Coordinator attended two integrated case management meetings this quarter with various stakeholders from the community.
- The Community Policing Coordinator participated in the formation of a High Risk Youth working group.
- The Community Policing Coordinator attended School District 67's "Coming Together" group, focused on increasing success for First Nations students and includes service providers from the community.
- An initial meeting was held on June 27th to begin developing a High Risk Boys Group.
- DARE continues to be supported by the Penticton Detachment.
- Regular visits were made to both the Junior and Senior Alternate programs at Penticton Secondary.

Drug Enforcement[iii]

During the second quarter of 2013 Penticton RCMP investigated **68** founded drug offences, resulting in **64** charges (including possession, trafficking and production) under the Controlled Drug and Substances Act (CDSA).

Of the **68** files investigated during the second quarter of 2013, **19** were related to illicit drug trafficking, including methamphetamine (**11**), cocaine (**5**), cannabis (**2**), psilocybin (**1**), PCP (**1**), heroin (**1**), morphine (**1**), ecstacy (**1**), and other illicit drugs (**1**). **3** of these files involved the trafficking of two or more different drug types by the same individual or group of individuals.

Of the **19** trafficking files investigated during the third quarter of 2012, **18** have resulted in charges to date (**95%** charge rate). **33** total trafficking **charges** were forwarded to Crown Counsel during the second quarter of 2013.

Traffic Safety

Penticton Municipal Traffic Section

The Traffic Section continues to patrol and monitor school and playground zones within the City of Penticton. High visibility of members at peak times of the school day is resulting in improved compliance with the no parking/stopping zones and speed limits in the immediate areas. Members worked cooperatively with Bylaw Officers during throughout the reporting period to enhance this initiative.

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Members working with Speed Watch volunteers are engaged in an ongoing program of monitoring and tabulating traffic speed in areas of concern including Eckhardt St, Naramata Road and East Side Road.

Members pro-actively engaged youth involved in non-sanctioned graduation events, in an attempt to highlight liquor and Motor Vehicle Act regulations. This involvement resulted in several charges being laid. Members also participated in the monitoring, movement and regulating of the Penticton Beach Cruise.

Throughout the noted reporting period, **417** written Violation Charges were served for various offences including speeding, using electronic devices while driving and failure to wear seatbelts. **100** Written Warnings were also issued. A total of **45** Motor Vehicle Incidents were reported with **16** of these collisions involving damage in excess of $1000.00. **13** of these collisions resulted in injury while **1** resulted in a fatality.

Impaired Driving[iv]

Between April and June 2013 Penticton RCMP handed out **44** 90-day Immediate Roadside Prohibitions (IRPs), along with **11** 3-day IRPs. A further **11** drivers were given 24-hour prohibitions for drug or alcohol use, while **4** drivers are being charged with impaired driving under the Criminal Code.

Speed Watch

Speed Watch has been very active this quarter. In response to a number of complaints received from the public, Speed Watch volunteers were deployed in a covert manner in private vehicles to monitor traffic flow and reports relating to these activities have been forwarded to the acting OIC for dissemination. Members working with Speed Watch volunteers are engaged in an ongoing program of monitoring and tabulating traffic speed in areas of concern including Eckhardt St, Naramata Road and East Side Road.

This quarter, volunteers worked **15** shifts for a total of **49** volunteer hours and observed **5987** vehicles resulting in **111** warning letters.

Other Initiatives

Community Engagement

Downtown Community Policing

The Downtown Community Policing Office coordinates all RCMP volunteer operations, including Citizens on Patrol, the Auxiliary Constable program and Penticton Speed Watch, all of which aid in **enhancing police-to-community** contact. Volunteer numbers increased this year from a roster of **43** to **53** active volunteers. Also, volunteer hours have increased incrementally and efforts are underway to recruit additional volunteers.

The addition of the Penticton Challenge race staff to the Peach office has resulted in major changes in how the Downtown Community Policing office conducts business. Of note, the removal of the RCMP computers from the Peach office for security reasons and the inability to utilize the Peach for meetings are particularly problematic. To maintain an RCMP presence at the Peach office the Coordinator works approximately five to six hours a day out of the Peach

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utilizing his own lap top and finishes the day at the Detachment to transfer the work to the RCMP computer. Previously bi-weekly and monthly meetings with Citizens on Patrol, Lockout Auto Crime and Speed Watch volunteers were held at the Peach office. Due to lack of space these meetings have been relocated to other locations, typically restaurants. The volunteers felt very comfortable attending the Peach office as it is an informal location and volunteers did not have to be concerned about the tight security involved in meeting at the Detachment. In addition, there has been a drastic decline of visitors and phone calls from the volunteers since the Challenge staff moved into the office. This has caused hardship to the programs with some volunteers commenting that the removal of the Community Police office reflects on the programs and resulted in a perception that the City does not value their volunteer hours. Efforts by the Downtown Community Policing Coordinator to address this perception are ongoing.

There is good harmony with the staff of the Challenge Race; however, it is becoming evident that the Peach does not adequately meet their space requirements given the size of the event and the need for consultation with their staff, volunteers, merchants etc. and this space crunch will inevitably put additional strain on the relationship between the two entities in the coming months.

Weekly meetings are continuing with the director for the DPA. These meetings have resulted in some very positive outcomes in addressing graffiti. The DPA, Downtown Community Policing office and the City are collaborating on new methods to combat the graffiti and a program to eradicate the present graffiti. An increase in said graffiti resulted in an RCMP member being assigned to collaborate with the Downtown Community Policing office to identify local taggers.

Identify theft presentations continue to be in high demand throughout the community, and other events covered this quarter included the farmers market, bicycle rodeo, Earth Day finger printing children, CPTED inspections of businesses, safety lectures to businesses and counterfeit presentations and identity theft presentations.

In addition to the ongoing policing programs supervised through the Downtown Community Policing Office, meetings with the Penticton Transportation Committee; Penticton By-law and the Harm Reduction groups are regularly attended.

Auxiliary Constable Program

The present nominal role for Penticton's Auxiliary Constable Program is 7 members with regular monthly meetings occurring. A Keremeos member has been included to ensure that he is current with policy. This summer an auxiliary member for Burnaby will be working with the 8 regular members. He is a local youth that is attending SFU and returns home for the summer. Approval to work in Penticton through the acting OIC Penticton and the coordinator in Burnaby has been received. This will be his second summer with Penticton.

There was a reduction of one auxiliary member to the program last month as she is now at Depot to become a regular member.

The summer programs and events are now planned and many of the auxiliary members have volunteered their time to support the detachment in the required duties. Due to work commitments often the auxiliary members cannot sign up in advance but many will arrive for duty on the day of the event.

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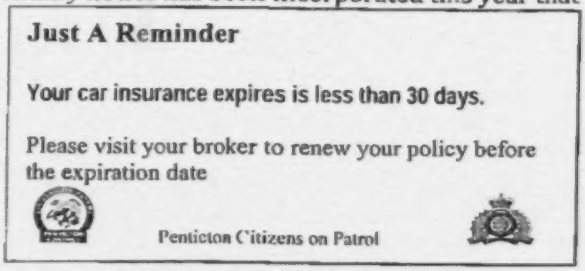
Lock Out Auto Crime Program

This program is functioning well this year. The volunteers are working one day a week, normally Friday afternoons, at various locations in Penticton concentrating on high volume parking lots. The patrol members check all the vehicles in the parking lot and leave a notice on every vehicle whether they are secure or not. This quarter the volunteers have contributed **184** volunteer hours to the program and over **6000** vehicles have been checked for signs of auto crime with **3059** notices issued. A secondary notice has been incorporated this year that reminds drivers that their vehicle insurance will expire in less than 30 days. Use of the new card began in June and the Downtown Community Policing office has received 3 calls from community members expressing their thanks for the friendly reminder (see sample, right).


Just A Reminder
Your car insurance expires is less than 30 days.
Please visit your broker to renew your policy before the expiration date
Penticton Citizens on Patrol

Citizens on Patrol (COPs)

At present the Downtown Community Policing office is responsible for both the Penticton and the Okanagan Falls COP programs. Each group is operated individually with the volunteers only patrolling their respective communities.

Penticton's COPs have continued to do an outstanding job with **544** volunteer hours of patrols working on Saturday evenings from 8 PM until midnight and administrative time committed to the program. This past quarter they have queried **1714** license plates for possible stolen autos and have driven **1731** kilometers. Regular monthly meetings are held with the membership along with bi-weekly meetings with the COP supervisors.

Penticton Industrial Development Association – PIDA

No formal meetings have occurred this quarter, however, the Downtown Community Policing Coordinator maintains regular contact with the President of the PIDA. A donation to the COP program was received from PIDA and was accepted with a letter of thanks from the Acting OIC.

Restorative Justice

Penticton Community Policing continues to offer the Restorative Justice (RJ) Program. During this past quarter **4** youth were referred through **3** restorative justice circles involving a total of **16** participants. The circles were facilitated or co-facilitated by community volunteers that have received training in Restorative Justice, with a total of **18** volunteer hours. The RJ Program has **6** files in progress and is monitoring **3** files for compliance. The Restorative Justice Coordinator accepts referrals from RCMP as well as directly from schools, and acts as a resource for the local school district in the implementation of the principles and values of Restorative Justice. This quarter the Restorative Justice Coordinator was invited to participate in six-day Community Justice Form training for trainers offered through E Division RCMP Restorative Justice Program. In June the Restorative Justice Coordinator, along with the Detachment Crime Analyst, was invited to present to the annual planning meeting of Criminology Department Heads for Colleges and Universities in Western Canada. The Regional Coordinators meeting was held in Kelowna on April 16.

The Restorative Justice Coordinator continues to participate in the wrap-around team for youth at risk, with participants including the Penticton School District, Child and Youth

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Mental Health, MCFD, IHA Addiction Services, Youth Probation, Youth Forensics and the Aboriginal Justice Strategy. The Restorative Justice Coordinator also participates in the wrap-around team for adults with mental illness who are involved in the criminal justice system, with participants including Adult Mental Health, Forensics, the Aboriginal Justice Strategy and the Ministry of Social Development and Housing.

Victim Services Program

From April 1st to June 30th, 2013, Penticton and Summerland Victim Services provided support to **59** new clients and continue to provide support to clients in **208** active files. Areas of support include providing emotional support, ensuring clients are updated on police investigations and providing accompaniment for court appearances. Victim Services also informs clients of their rights under the Victims of Crime Act and facilitates receipt of benefits and referrals to which they are entitled.

Victim Services actively worked on **5** homicide files this quarter which included providing support to:

- Two families in a double homicide file.
- A family where the individual accused of murdering their family member was granted bail.
- A different family where the person accused of killing their family member was sentenced.
- Another family where the person accused of killing their family member was on trial.
- And liaising with the police and the 5th family as to the status of the investigation.

Penticton Victim Services has also been covering the Oliver detachment area as their Victim Services position is currently vacant.

Prolific and Chronic Nuisance Offenders

Chronic Nuisance Offenders[v]

Five Penticton residents qualified as active chronic nuisance offenders in the city of Penticton during the last six months, together generating approximately **1.6%** of the city's total files and approximately **8%** of the city's total liquor act, safe streets and cause disturbance reports for that time period. The group includes four males between the ages of 37 and 62 who suffer from mental health and/or substance abuse issues, and a female aged 16 who is a chronic runaway, generating numerous missing persons files.

Prolific Offender Management and Inter-Agency Communication

Penticton RCMP is committed to fostering an inter-agency approach when focusing on prolific and priority offenders in the community. The Community Safety Team NCO encourages the interaction between the unit and stakeholder agencies. Members of the Community Safety Team attend regular meetings with youth and adult probation officers, as well as collaborate with local parole officers. These relationships have been instrumental in the identification of high-risk individuals and the timely dissemination of critical information such as warrants, address changes, conditions and other compliance measures. RCMP also liaises with other detachments across the province to ensure that warrants are executed in the event that an offender has relocated outside of the detachment area.

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The Penticton Community Safety Team (CST) continues an aggressive approach to compliance checks on local offenders – CST conducted **84** compliance checks this quarter resulting in **13** breaches.

Crime Stoppers

Crime Stoppers received **15** tips relating to events in Penticton and area during the second quarter of 2013, resulting in **3** arrests.

The annual Crime Stoppers fundraising golf tournament was hosted by the Penticton Golf & Country Club on June 1st, and much of the quarter was spent preparing for this event, including the solicitation of donations for a Silent Auction, hole sponsorship and ultimately the attraction of golfers. 110 golfers attended for a great day of food, fun and golf and preliminary figures show a net profit of approximately $9200.00. This is Crime Stoppers' major fundraiser for the year.

May 1st – 5th was the annual BC Crime Stoppers Provincial Training Conference hosted by Metro Vancouver Crime Stoppers - 3 Board members and the regional coordinator attended and found the conference to be very beneficial for all. Presentations were delivered on subjects such as human trafficking, preventing youth from joining gangs, the international flow of drugs and weapons from a DEA perspective and how Crime Stoppers can help reduce theft of power and metals, to name a few. The main session dealt with the reorganization of Crime Stoppers programs provincially. Poor economies, a shortage of human resources and a diminishing volunteer base has been the driving factor to examine better and more cost-effective methods of delivering this program to all residents of the province. Updating and solidifying Crime Stoppers' partnership with the police, as one of the main pillars, is also underway.

The Crime Stoppers Social Media committee has done a tremendous job over the past year in getting local Facebook & Twitter pages established along with a newly designed Web page and all are seeing a tremendous increase in visits.

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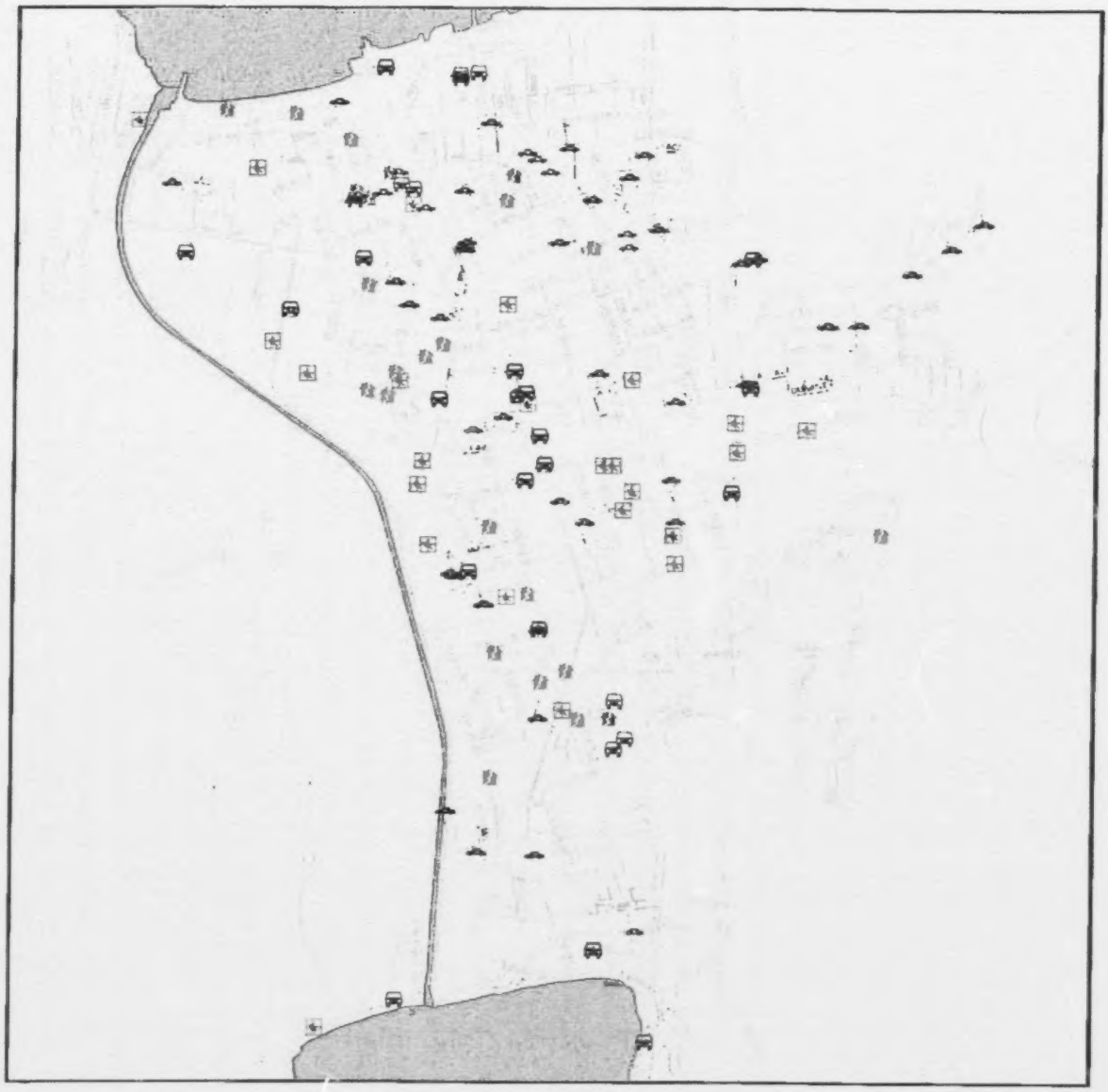
Maps

Selected Criminal Code Offences
Quarter 2, 2013[vi]



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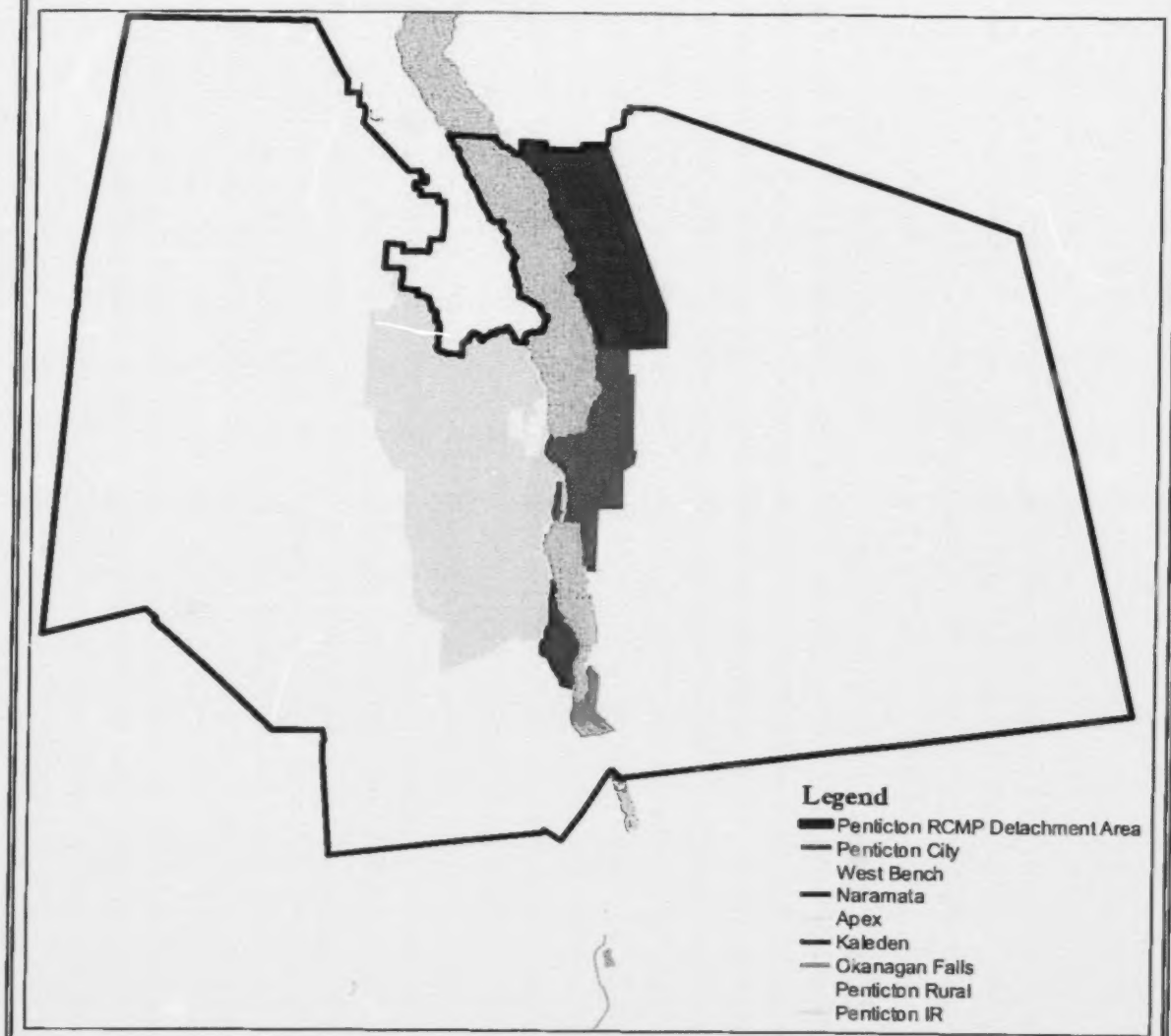
Penticton City/Rural
RCMP Atoms



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Appendix A

Royal Canadian Mounted Police / Gendarmerie royale du Canada

Annual Performance Plan / Plan annuel de rendement

Acknowledgement of Consultation / Attestation de la consultation

District / Detachment Information - Renseignements sur le district ou le détachement

Fiscal Year – Année financière 2013 - 2014

PACIFIC REGION
E
SOUTHEAST DISTRICT
South Okanagan Detachment
PENTICTON DETACHMENT M
Penticton Mun Det

Community Name(s) - Nom(s) de la(les) collectivité(s)

1. Penticton

This letter acknowledges that the stakeholders of the above-noted detachment / district / unit area or community(ies) and the RCMP have consulted and discussed our progress against last year's priority issues. Further it has been agreed that over the coming year we will collectively focus on the following priority issues.

La présente lettre atteste que les responsables de la région du détachement/district/service ou de la ou des collectivités susmentionnées et de la GRC se sont consultés et ont discuté des progrès accomplis par rapport aux enjeux prioritaires de l'année dernière. Il a aussi été convenu que les enjeux suivants constituent les enjeux prioritaires sur lesquels nous concentrerons conjointement nos efforts au cours de l'année à venir.

Community Priority Issue(s) - Enjeu(x) prioritaire(s) pour la collectivité

1. Contribute to Safer Youth
2. Substance Abuse-Drugs and Alcohol
3. Seasonal Policing
4. Traffic-Safety (motor vehicles, roads)

District / Detachment Commander - Chef de district / détachement

Insp Bradley HALIGLI — Signature — 2013 04 03

District / Détachement Commander — Signature — Date

Community Representative - Représentant(e) de la collectivité

Mayor Dan ASHTON — Signature — 4/2/13 2013

Name - Nom — Signature — Date

Canada

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Endnotes and Data Qualifiers

Disclaimer

All statistics in this report include founded incidents only, and do not reflect assistance, prevention, information or unsubstantiated files or incidents determined to be unfounded by attending officers. Statistical tables reflect only the most serious offence coded to each incident (up to four offence types can be coded to each file; therefore, overall numbers contained in this report reflect FILE counts, not OFFENCE counts). All numbers and graphs are based on raw data unloaded from PRIME-BC, have not been verified for accuracy and should not be considered to be official statistics. Minor inconsistencies from previous reports may occur due to scoring and quality assurance changes to data throughout the year. Private information files are not reflected in overall counts. Data was unloaded from PRIME-BC on *July 15th, 2013*, and will not reflect any coding or scoring changes made since that time.

Endnotes

[i] Calls for service data reflects all calls created in CAD with the exception of administrative files (i.e. files coded to atoms KR0000, PT0000, SL0000, SO0000, SO0001); therefore, data may include cancelled files, false 911s, files created in error and other erroneous file types. This statistic is meant to offer a general overall comparison of total calls received during the two year time period by each detachment area, and does not accurately reflect the number of calls attended to by RCMP nor does it measure the number of offences which occurred during the time period in question.

[ii] Criminal code statistics reflect general occurrences coded to atoms within the Penticton RCMP's jurisdictional area. They include only those incidents which, upon police attendance, have been determined to be founded complaints, and do not include unfounded or unsubstantiated incidents. They also do not include information, prevention or assistance files. Only the most serious offence is counted for each file. Criminal code statistics are determined based on the following qualifiers:

- Assault statistics reflect aggravated assault, assault with a weapon, assault causing bodily harm, common assault, assaulting a police officer and other assault types; UCR1 codes 1410, 1420, 1430, 1460, 1461, 1462 and 1480, as well as attempted murder, UCR1 code 1210.
- Robbery statistics reflect all robbery subtypes, UCR1 code 1610 series.
- Sex offence statistics reflect all sex assaults under the UCR1 1300-1399 series including sexual assault, sexual interference, luring a child via computer, voyeurism and other offences.
- Homicide statistics reflect 1st and 2nd degree murder and manslaughter, UCR1 codes 1110, 1120 and 1130
- Theft from vehicle statistics reflect thefts over and under $5000, including license plate and validation tag theft, UCR1 codes 2132 and 2142.
- Vehicle theft statistics reflect thefts of motorcycles, trucks, automobiles and other vehicles over and under $5000 as well as files coded as vehicles taken without consent over and under $5000 UCR1 codes 2131 and 2141.
- Break and enter statistics reflect break and enters to businesses (UCR1 2120-1), residences (UCR1 code 2120-2), seasonal residences (UCR1 code 2120-4) and other structures such as sheds and outbuildings (UCR1 2120-3).
- Other theft statistics include bicycle theft, shoplifting, utilities theft and other theft under and over $5000 (UCR1 codes 2130, 2133, 2140 and 2143)
- Cause disturbance statistics are retrieved using UCR1 3430.
- Mischief statistics reflect mischief over and under $5000, UCR1 code 2170-3 and 2170-4.

[iii] Grow operation statistics were gathered using the marijuana cultivation indoor/outdoor survey UCR codes 8380-1 and 8380-2, as well as general drug production codes (UCRs 4410-4460).

[iv] Impaired driving charge statistics reflect all files where a charge was laid (including impaired operation of a motor vehicle, driving over 80 mg and refusal to provide a breath sample) and the file excludes any 215 suspensions or IRPs. 24-hour suspension statistics include files where a 215 was given but no impaired charge was laid, and files where impaired driving was coded as 'departmental discretion', which typically indicates a 215. IRPs were counted based on the number of times they were carded in PRIME during the time period.

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[i] Chronic nuisance offenders are defined as individuals having 1) the highest proportion of negative contacts (typically involving cause disturbance complaints, public intoxication and other nuisance complaints) in PRIME-BC and 2) been active in the past six months (average 3 or more negative contacts per month). 'Negative contact' refers to individuals carded as suspect, subject of complaint or charged on a file.

[ii] Map is composed of selected criminal code offences including break and enters, auto crime and robbery for the three month period. Instances are coded by the most serious offence on the file and include founded offences only.

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2013 – 2015
STRATEGIC PRIORITIES – COUNCIL
UPDATED 2013 07 22

STRATEGIC PRIORITES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
DOWNTOWN REVITALIZATION				
DOWNTOWN REVITALIZATION Area Development	• Part 1: Setting the Stage Initial prep work and Council/Committee Endorsement of the work plan Develop communications plan	• ~~March 19th 2012~~ **COMPLETE**	• DDS • Comm	• $267,000 ($)180,000 85%
	• Part 2: Visioning Commence public engagement establish vision for the planning process Initiate communications plan, report results	• ~~May 1st 2012~~ **COMPLETE**	• DDS • Comm	Downtown Plan to be endorsed by Committee and then brought forward to Council for public hearing and OCP amendments.
	• Part 3: Learning Complete background research needed to complete the plan Evaluate communication initiatives, continue strategies	• ~~June 30th 2012~~ **COMPLETE**	• DDS • Comm	
	• Part 4: Planning and Design Prepare concepts and preliminary policies for community discussion. Includes Design Charrette Evaluate communication initiatives, continue strategies	• ~~Design Charrette 4th week of July~~ • ~~September 15th~~ • **COMPLETE**	• DDS • DDS, Com • Comm	
	• Part 5: Dialogue Review proposed concepts with community variety of public engagement events planned Evaluate communication initiatives, continue strategies	• ~~October 31st~~ • **COMPLETE**	• DDS • Comm	
	• Part 6: The Plan Prepare draft of downtown plan	• May 2013	• DDS	

	Assemble comm package • Part 7: Implementation Amend bylaws, Commence design and construction	• 2013 Budget Process and beyond	• Comm	
DOWNTOWN REVITALIZATION Parking Strategy	• Phase 1 Parking Strategy • Hospital • Downtown • Skaha Lake Boat Launch • SOEC	• May 2013 • Spring of 2013	• DDS	• $235,000 ($)10,000 - Hospital area complete - Downtown/Skaha/SOEC areas under review
DOWNTOWN REVITALIZATION Phase 1 Design and Construction	• Concept design • Pre design • Detail Design • Tender construction of the project. • Close Tender • Award Tender • Commence construction • Complete construction	• ~~2013 03 31~~ **COMPLETE** • ~~2013 03 31~~ **COMPLETE** 2013 08 01 • 2013 08 • 2013 08 12 • 2013 08 19 • 2013 09 03 2013 11 29	• CE • CE • CE • CE • CE • Council • Contractor • Contractor	• $1,250,000 ($41,011) 3%
DOWNTOWN REVITALIZATION Phase 2 Predesign / Design	• Concept design • Pre design • Council Presentation • Detail Design	• 2013 08 • 2013 09 • 2013 10 • 2013 11	• CE • CE • CE • CE	• $75,000 ($0) 0%
WATERFRONT ENHANCEMENT				
WATERFRONT ENHANCEMENT Okanagan Lake East Contaminated Site Work	• Undertake clean-up of contaminated soil.	• 2013 11	• DO	• $65,000 ($13,159) 20%
WATERFRONT ENHANCEMENT Okanagan Lake East –	• Commence Public Consultation • Completion of Lease Consolidation	• Q3 2013 • Q3 2013	• DDS • LT	• Rezoning required for use of existing building. • Consultation with the Ministry is underway

Lease Consolidation and Development Proposal Process	• Expression of Interest Process to seek interest from developers • Request for Proposals from short list of interested developers • Contract negotiation • Completion of OCP, Zoning and DP changes • Commence site development	• Q3 2013 • Q3 2013 • Q4 2013 • Q2, 2014 • Q3 2014 ??	• DO • DO • DO • DDS • Developer	
WATERFRONT ENHANCEMENT Okanagan Lake East – Marina Way Outlook Park	• Design • Public / Council Consultation • Construction • Grand Opening Ceremony	• ~~2013 05 31~~ **COMPLETE** • 2013 08 31 • 2013 10 31 • 2013 10 31	• PT & PS • PT & PS • PT & PS • PT & PS	• $90,000 ($0) 0%
WATERFRONT ENHANCEMENT Okanagan Lake West – Lakeshore Drive Improvements	• Tender construction of the project. • Close Tender • Award Tender • Commence PH 1 construction • Complete PH 1 construction • Commence PH 2 construction • Complete PH 2 construction	• ~~2013 03 13~~ **COMPLETE** • ~~2013 04 02~~ **COMPLETE** • ~~2013 04 04~~ **COMPLETE** • ~~2013 04 08~~ **COMPLETE** • ~~2013 06 15~~ **COMPLETE** • 2013 09 03 • 2013 11 30	• CE • CE • Council • Contractor • Contractor • Contractor	• $2,125,000 ($783,636) 37%
WATERFRONT ENHANCEMENT Okanagan Lake West – LED Lighting (Note: Remaining funds from 804-20)	• Design and Specifications • Issue Material Tender (LED fixtures and standards) • Purchase Material • Installation	• ~~Q1 2013~~ **COMPLETE** • ~~Q1 2013~~ **COMPLETE** • ~~Q1 2013~~ **COMPLETE** • Q4 2013	• OMEU • EUT • EUT • EUFore	• $60,000 ($60,000) 100%
WATERFRONT ENHANCEMENT Okanagan Lake West – Kiwanis Walking Pier repairs	• Tender the required repair work • Award the project • Complete the repairs	• 2013 05 01 Start date	• FM • FM • Contractor	• $13,000 ($) 5%
WATERFRONT	• Quotes & Award	• ~~2013 05 01~~	• PT	• $25,000

ENHANCEMENT Okanagan Lake West – Lakawana Tennis Court Repair	• Complete work	**COMPLETE** • ~~2013 06 28~~**COMPLETE**	• PT	($25,000) • 100%
WATERFRONT ENHANCEMENT Okanagan Lake West – Lakawana Concession upgrade	• Replace piping with copper Repair interior finishes	• 2013 02 31	• FM	• $7,500 ($4500) • 100%
WATERFRONT ENHANCEMENT Okanagan Lake West – Rose Garden Upgrades	• Solicit and Consolidate Donations • Design • Site Clean Up – PIB Consultation • Public Consultation • RFP or Quote – Gazebo • Construction • Opening Ceremony	• 2013 08 30 • 2013 08 30 • 2013 08 30 • 2013 08 30 • 2013 09 30 • 2013 10 31 • 2013 11 15	• PS • PS & PT • PT P Crew • PS & PT • PT • P Crew • PS & PT	• $37,000 0%
WATERFRONT ENHANCEMENT Okanagan Lake West – SS Sicamous fencing improvements	• Security Fencing • Reallocation to CPR Tug painting	• 2013 07 01	• FM	• $31,000 ($0) 20%
WATERFRONT ENHANCEMENT Okanagan Lake West – SS Sicamous fire protection improvements	• Fire Protection • Reallocation to Restoration Shed	• 2013 07 01	• FM	• $19,000 ($0) 15%
WATERFRONT ENHANCEMENT Okanagan Lake West – SS Sicamous restoration	• ~~Reserve~~ • ~~Wheel housing reconstruction~~	• ~~2013 01 01~~ Complete • ~~2013 03 31~~ Complete	• FM • FM	• ~~$150,000~~ ($125,000) 100%

WATERFRONT ENHANCEMENT Skaha Lake – Marina Area Development	• Completion of Lease Consolidation • Expression of Interest Process to seek interest from developers • Request for Proposals from short list of interested developers • Contract negotiation • Completion of OCP, Zoning and DP changes • Commence site development	• Q2 2013 • ~~Q2 2013~~ **COMPLETE** • Q3 2013 • Q4 2013 • Q2, 2014 • Q3 2014	• LT • DO • DDS • DDS • DDS • Developer	•
WATERFRONT ENHANCEMENT Skaha Lake – Skaha Main Playground	• Letter to South Okanagan Children's Charity – Budget Approval • Plan and concept approval • Commitment from Charity • Design • Tender / RFP – Equipment • Notification – Paper and Council • Construction • Grand Opening Ceremony	• ~~2013 01~~ **COMPLETE** • ~~2013 03~~ **COMPLETE** • ~~2013 03~~ **COMPLETE** • ~~2013 01~~ **COMPLETE** • 2013 07 • ~~2013 07~~ **COMPLETE** • 2013 10 • 2013 10	• PT • PT • PT • PT • PT • P Crew • PS	• $85,000 ($0$) 0%
WATERFRONT ENHANCEMENT Skaha Lake – Green Gym	• Grant Award • Design • Public Consultation • RFP for Equipment • Construction • Opening Ceremony	• ~~2013 06~~ **COMPLETE** • 2013 08 • ~~2013 08~~ **COMPLETE** • ~~2013 06~~ **COMPLETE** • 2013 10 31 • 2013 11 15	• RS & PS • RS & PS • RS & PS • RS & PS • P Crew • PT & PS	• $45,000 ($0) 0%
WATERFRONT ENHANCEMENT Skaha Lake – Main Concession upgrade	• Code upgrade on exhaust fan	2013 04 15	• FM	• $ 6,000 ($100comp)
WATERFRONT ENHANCEMENT	~~• Refurbish and Code Upgrade~~	~~2013 04 15~~ Complete	• FM FM	• ~~$ 5,000~~ ($2000)

Skaha Lake – East Concession upgrade				100% Comp.
WATERFRONT ENHANCEMENT Skaha Lake – Boat Ramp upgrade	• ~~Repair sink hole~~	~~2013 04 30~~ Complete	• FM	• $ 4,000 100% Comp.